

MANAGED SERVICES

THE FOUNDATION ON WHICH YOUR BUSINESS GROWS.

Not your average managed services

If high performance is the ultimate measure of a business, then why would an organization leave the responsibility for running its core IT systems and operations to burdened internal IT teams and commodity outsourcers?

At West Monroe, we take a different view of managed services. The difference starts with our unique blend of technical, industry, and business expertise—making us an ideal partner for critical IT services that demand flawless execution and a focus on the future rather than simply fighting today's fires.

Our services are built on years of experience helping clients—from middle market to large enterprises—run quality, efficient IT operations. You can expect:

- ◆ No bias or predisposition to using certain services or technologies—we simply recommend the best way to run your IT environment
- ◆ ITIL processes and best practices to ensure consistent delivery
- ◆ Continuous assessment of your environment and trends creating recommendations and an ongoing roadmap
- ◆ Proactive maintenance and upgrades
- ◆ Dedication and expertise of a 100+ person managed services team

- ◆ An account management team that is your advocate and focused on service delivery
- ◆ Tracking of KPIs and service level agreements to make sure we exceed the level of service

Many managed services providers are good fire fighters. Wouldn't you rather have an IT environment that prevents fires from starting in the first place? That's business in the right direction.

REALIZE THE BENEFITS OF A WELL-MANAGED IT ENVIRONMENT

- SECURE and HIGHLY AVAILABLE SYSTEMS, WITH FEWER "FIRES" TO FIGHT
- SATISFIED and PRODUCTIVE END USERS
- 24/7/365 COVERAGE
- CLOUD ENABLEMENT

We are a "white glove" managed services provider that runs our clients' systems and processes with quality, efficiency, and high-end service.

SERVICE DESK

We offer cost-effective, flexible U.S.-based 24/7 service desk support designed specifically for the needs of growing institutions. Staffed by people with the technology skills to solve nearly any problem but also empathy and a passion to resolve business issues, our service desk provides:

- ◆ Remote service for troubleshooting issues involving common operating systems, Microsoft Office, e-mail, mobile devices, and other software
- ◆ Dispatch or dedicated on-site support as needed
- ◆ Proactive management for workstations and mobile devices
- ◆ Monthly reporting on service desk ticket trends to facilitate analysis and prevention

INFRASTRUCTURE AND
CLOUD MANAGEMENT

We provide the deep technical skills and resources necessary to maintain a reliable, predictable, and high-performing infrastructure that is critical for any organization. Our 24/7 operations center provides:

- ◆ Monitoring of all infrastructure components, including cloud
- ◆ Event notification, tracking, response, and break-fix
- ◆ Best-of-breed tools and IT service management processes
- ◆ Proactive maintenance and regular infrastructure assessments

APPLICATION MANAGEMENT

We offer skilled, flexible, cost-effective services for managing and enhancing critical institution's business applications—including Salesforce, SharePoint, and custom .NET solutions. Our services include:

- ◆ 24/7/365 application support, with service-desk support for users and priority remediation capabilities
- ◆ Health checks, maintenance, and release management
- ◆ Ongoing application development, enhancements and integration with existing or new platforms
- ◆ Insights on best practices and new features and functions

DATA
MANAGEMENT

We help you stay a step ahead of evolving data management requirements as your organization grows and changes:

- ◆ Database administration with a focus on maintenance and tuning for performance and growth
- ◆ Proactive, 24/7 management of data flow—from input through applications and your data warehouse to the individuals who use the data
- ◆ Continuous data warehouse, ETL, and custom query enhancements

SECURITY MANAGEMENT

We provide comprehensive security governance designed to protect your institution from cyber threats that are growing in both frequency and sophistication. We assess your environment and risks and help you select security management tools and capabilities that support your business and complement your internal resources:

- ◆ CISO (chief information security officer) advisory services
- ◆ Security monitoring and threat intelligence
- ◆ Security operations services

