

Monitor, Manage, Respond & Resolve

Your IT infrastructure is growing in size and complexity and every facet of your business relies on it. Your systems need to be available – always. You have limited resources in your IT department and your budget is tight. Your internal users and end customers expect the best, most robust and secure access to your organization. Zones will help you deliver the results. We work with your staff to understand your IT infrastructure and design the most affordable, flexible and adaptable solution.

We help you achieve the right balance of in-house IT expertise to manage your IT infrastructure while leveraging the Zones advanced services team. Our complete management service solutions enable you to scale cost effectively and quickly to address evolving priorities. Our people, process technology tools, and services provide you with the most efficient operations and Zones five star customer service.



Zones CompleteCare Managed Services

Zones CompleteCare Managed Services uses the most robust suite of monitoring solutions from industry-leading providers. A best-in-class set of tools to design, implement, monitor, manage, and support your IT infrastructure. Managing your IT infrastructure is our business and you can choose the service level that is right for your organization.

- > **Integrates into your existing IT infrastructure and security framework:** Remote and proactive monitoring of all critical network components is available for workstations, servers, applications, websites, network services, network devices (i.e. firewalls and routers).
- > **Daily monitoring and management:** We perform the daily activities of managing and monitoring your network environment and maintaining your network quality. We monitor bandwidth, interface utilization, interface availability, and other performance factors affecting your network.
- > **Analysis and reporting:** We analyze data and statistics of all monitored and managed devices and applications to provide you with the most relevant management reports.
- > **Leverage economies of scale, expertise and automated best in class operations:** These services add value to your organization through cost reduction, reduced deployment times, regulatory compliance, and better alignment of IT functions with your objectives.
- > **Custom service levels:** Zones CompleteCare Managed Services are configured to meet your specific IT environment requirements. They include complete hardware and software monitoring and maintenance in a multi-vendor, multi-carrier network environment – all backed by industry-certified engineers and technicians.

Key Benefits of Zones CompleteCare

- > Always available – 7x24x365
- > Five star service advantage
- > Proactive security operations
- > On-site and/or remote engineering support
- > Centralized issue tracking with complete history
- > Self-service online support tools
- > Knowledge management and knowledge base library
- > Reporting and metrics to measure and monitor performance
- > Monthly service performance review
- > Service level agreements and event priority definitions
- > Multi-vendor technology environment expertise

THE ZONES DIFFERENCE IS YOUR ADVANTAGE

- Collaborate with trained and certified engineers
- Apply our business insights to solve IT challenges with innovative solutions
- Reduce the cost of IT through our technology lifecycle expertise
- Choose one source for all professional services – planning, design, delivery and management
- Leverage our relationships with leading vendors – HP, Cisco, IBM, Dell, Microsoft, Symantec, McAfee, VMware and more