

INCREASE BUSINESS TECHNOLOGY PERFORMANCE

The value of Moser Managed Services begins with an understanding of the client's business technology strengths, weaknesses, opportunities and threats in the Discovery Phase; quantifying the technology services to be provided in the Solution Phase; and the increased business technology performance, reliability and cost savings gained through the Delivery of Moser Managed Services.

KEY BENEFITS

Moser Managed Services provides professional data, software and hardware support that transitions technology management responsibility from the client to Moser Consulting. Moser Managed Services offers a variety of engagement options custom-designed to add value and create benefits by:

- Repurposing capital investment by reducing operating cost variability
- Allowing the client to focus on core competencies with confidence in technology capabilities
- Knowing that technology security, scalability and reliability follow industry best practices
- Leveraging the depth and breadth of the Moser Managed Services Team

Moser Managed Services provides IT as a Service (ITaaS), allowing clients to devote critical resources to achieve business objectives rather than managing increasingly-complex internal IT operations.



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Features of Moser Managed Services involve several service areas:

PROACTIVE TECHNOLOGY MANAGEMENT

- Apply necessary monitor sets to servers and workstations
- Review system specifications to verify they are in line with your business needs
- Perform monthly maintenance on network devices, including firewalls
- Perform daily and monthly backups
- Monitors daily tickets and create new procedures to prevent further tickets
- Provide vendor management, as needed

NETWORK AND SERVER MONITORING

- Automatically discovers all network devices and interfaces
- Monitors CPU, Memory, Temperature, Fan and other hardware
- Interface Metrics - Throughput, Packet & Error Rates, Utilization, Flaps
- Track BGP sessions and OSPF adjacencies
- Watch & alert on Power Over Ethernet loads (POE)
- Wireless access-point monitoring
- And more - QoS Policies, IP SLA Profiles, VPNs, VoIP features, etc.

ADMINS AS A SERVICE

- DBA
- Unix/Linux
- Windows
- Security Consulting/Audit Prep

NETWORK ADMINISTRATION

- Tier 4 advanced infrastructure design and build engineers
- Tier 2 and Tier 3 technical support

REACTIVE SUPPORT SERVICES

- Remote Help Desk
- Onsite support (on an as needed basis)
- Provides live support via the telephone
- Provides support via email
- Each Moser client will be assigned a support team so that you will have someone familiar with your systems each time you call.



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