



CAPABILITY STATEMENT

MANAGED SERVICES

Moser Managed Services are strategically sourced information technology services delivered at a predictable monthly cost. As an IT as a Service (ITaaS) offering, Moser Managed Services allows you to strategically source all or part of your information technology so that you can concentrate on your business objectives. With Moser as your strategic sourcing provider, you can trust your data, application and infrastructure to us. You can do your best, knowing Moser is doing what we do best.

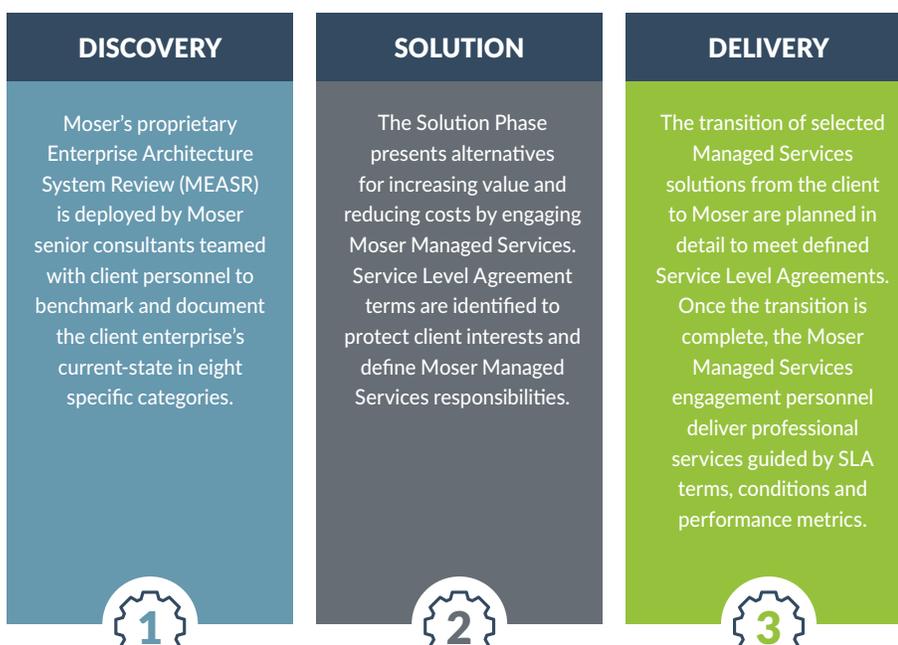


OUR SELECT SERVICES

- Enterprise Architecture Strategy Planning, Tactical Development and Operational Governance
- Business Analysis and Business Process Engineering
- Data Governance and Stewardship
- Database Development, Troubleshooting, Performance Tuning and Monitoring
- Business Intelligence
- Systems Development and Integration
- Information Technology Infrastructure Planning, Installation and Monitoring
- Information Security, Business Continuity and Disaster Recovery Planning
- Information Technology Professional Skills and Resource Modeling

OUR APPROACH

When you engage Moser as your Strategic Sourcing provider, you have the combined expertise of more than 200 business technology professionals at your disposal. Our three-phase approach is a key differentiator for our clients.



WHO WE ARE

Our dedicated and certified engineers have deep knowledge and years of experience. We design and implement solutions and solve problems with our primary focus being your success. The entire Moser team is committed to bringing you state-of-the-art, best practice technological support throughout our work together.

OUR VALUE-ADD

Strategically sourcing your technology support through Moser Managed Services improves the efficiency, reliability, security, and scalability of your technology investment. Strategic sourcing allows IT leaders to focus on business strategy first, with the assurance that their data, applications and network are managed to contractual specifications.

RECOGNITIONS

- Enterprise Services Outlook Magazine: 25 Most Recommended Infrastructure Managed Services Providers
- Best Places to Work in Indiana for last 8 consecutive years
- Best Places to Work in Baltimore for 2 years
- Techpoint MIRA Best Corporate Culture Runner-up
- Amazon Web Services EC2 Windows Launch Partner
- Red Hat Apex Partner
- Red Hat Small to Medium System Integrator Partner Of The Year



MOSER MANAGED SERVICES OUR PROCESS

For years, we've set out to be not just an option, but a leader in the IT services industry, and doing so means going the extra mile beyond the extra mile. Nowhere is that more apparent than in our role as Managed Service Providers. As MSPs, we take over an entire IT department for a business, including everything from infrastructure and security, to help desk tickets and training. For small to medium sized companies, this can be an extremely appealing option as they often don't have the resources to manage everything themselves.

But that's not the only reason Moser's MSP solution stands out. We have prided ourselves on offering a Service-oriented Maintenance, Monitoring and Management Model, one that is not only proactive, but customized to the unique needs of a business. In order to illustrate the way our MSP process works we would like to share with you what we do when you work with Moser Consulting's MSP program.

STEP 1

ASSESS/ONBOARD

The first step of the Moser process always begins with Assessing the needs of the client. With so many services to offer, we know that no client is one-size-fits-all, and it's important to get a good sense of what obstacles or challenges each business faces. We are looking to identify the current Environment and generate a detailed analysis and report of issues and actionable items.

Once we've gotten a lay of the land and an understanding of what specific needs the client has, it's time to start putting plans into action. Onboarding is the time for us to prioritize the tasks we identified in the assessment phase. Yes, this approach is standardized for efficiency, but the final solution is always customized to the client's needs. It's also a good starting point for our initial maintenance activities, projects, and remediation tasks required to stabilize your technology. This is the planning and execution phase of the project.

STEP 2

MANAGE/PROTECT

Of course, our work doesn't stop after the onboarding phase. In order to provide outstanding solutions, Moser is dedicated to providing outstanding and unceasing service. Management is a phase about the ongoing delivery of monitoring & maintenance. This is also the time for incident response and resolution. The ongoing process is customized to you – whether it's thresholds, maintenance windows, or documentation.

The protect phase piggybacks off of the Manage portion, as it is an example of continuous service and monitoring of the work we implemented early on. We are looking to implement the very best practices for database and network security management, as well as utilizing tools and training to make sure the client's data is right where it should be.

STEP 3

OPTIMIZE/DOCUMENT

In order to achieve excellence, our managed services team has a continuous process of optimization of all solutions and systems. This of course means identifying critical issues, reporting them, and finding rapid resolution, all in real-time. But even beyond that, this phase is about identifying trends that may cause future problems. Rather than just fixing ongoing failures when they pop up, this step roots out any unforeseen issues.

The final step of the managed services cycle is a reinforcement of our commitment to be a part of the client's team from the ground up. This means exercising open and ongoing communication and making sure no one is stuck inside a silo. We accomplish this through regular status meetings, which ensures everyone knows Moser team activities, as well as giving space to provide feedback and adjust priorities.



PROACTIVE, SECURE, AND RELIABLE EXPERTISE
Not Just an Option, But a Leader in IT Services.

