360° Network & Security Management Services

Asset and Inventory Management
24x7, 365 Days Monitoring and Alerting
Scientific and Proactive Monitoring
Proactive Remediation
Network Administration
Ticketing System
The CIO Dashboard

www.mindshareservices.com

mindshare
SERVICES

360° Network and Security Management Services

As the internet becomes an intrinsic part of the business environment yet potential danger to vulnerabilities, the challenge to maintain such environment is many fold. Not to mention the network problems requiring a vast range of skills and capabilities to troubleshoot and resolve.

The reality is that very few enterprises have the time, money, or resources to provide the comprehensive support their employees need to keep their network environments operational and productive. Fewer still have the national service delivery infrastructure to provide the same consistent levels of service to all of their employees — whether in the corporate headquarters, a satellite office location, working from home, or on the road. With this in mind, MindShare created 360° Network and Security Management Services, a cost-effective and comprehensive solution for maintaining and supporting your networks and maintaining security.

⊞ SERVICE MODULES AND BENEFITS

Asset and Inventory Management
Take control of your IT asset hardware and software. Know the exact count and save money.

24x7, 365 Days Monitoring and Alerting
Have your network devices monitored all days through the year. No holidays, no breaks. Have instant alerting in critical conditions.

Scientific and Proactive Monitoring
Get a proven ITIL best practices methodology and technology tools for pro-active monitoring, alerting and managing your network.

Proactive Remediation
Remote troubleshooting involves instant response times and proactive management.

Network Administration
Network administration, health checks, performance checks and audits on a regular basis.

Ticketing System
Get a comprehensive ITIL based ticketing system for users to log problems. Track tickets and monitor SLA.

The CIO Dashboard
Comprehensive Network trend reports, performance reports, SLA Management reporting and vulnerability, SLA Management and executive reporting in a click of a mouse.

HIGHLIGHTS

24 X 7 Network Operations Center (NOC) for "proactive monitoring, management & administration".

No investment in an enterprise monitoring & management tool and ticketing system.

Increase technology availability.

Reduction of your operational costs.

Comprehensive reports on inventory and preventive maintenance activities.

Proactive approach.

Improve quality of life.
Rely on the MindShare NOC and experience better quality of life during weekends, holidays, and office and non-office hours.

We also work with you in identifying and resolving Application Compatibility issues.

Interested in our 360° Network & Security Management Service?

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