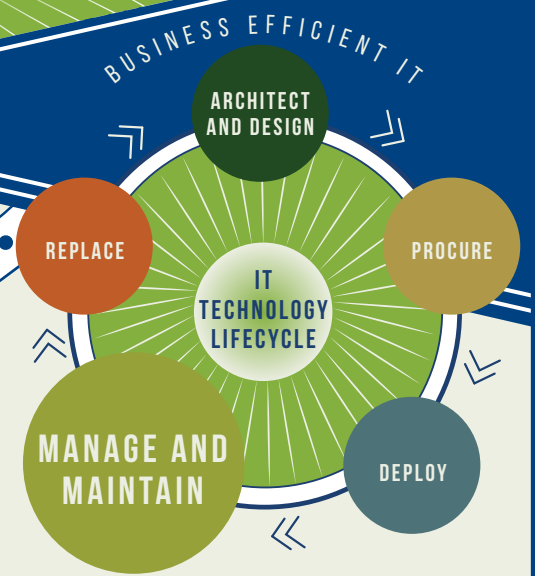


A BETTER WAY TO

# MANAGE & MAINTAIN YOUR IT ENVIRONMENT



Maintaining a healthy and secure IT environment is a critical part of a Business Efficient IT Technology Lifecycle. With Xigent's Support Services, your IT Team can focus on high value activities that help IT improve outcomes for the business.

## IT MAINTENANCE CHALLENGES

Often with limited resources, IT is challenged to provide the proper service and support for their IT environment:



High maintenance costs quickly eat up IT budgets



IT teams get stuck in react mode



IT teams are managing outdated technology



Aging infrastructure cannot respond to changing requirements

**THESE CHALLENGES LEAD TO INCONSISTENT IT SERVICE LEVELS THAT NEGATIVELY IMPACT THE BUSINESS.**

## XIGENT'S SUPPORT SERVICES: A BETTER WAY

Xigent's Support Services utilize the power of Xigent's BEI Operations Center, trusted technology solutions, experienced team, and ITIL-based processes to improve IT outcomes.

### ESSENTIAL Support Services

CONTAINS THE ACTIVITIES THAT ENSURE BASIC AND ONGOING SUCCESS OF MISSION CRITICAL OPERATING PLATFORMS

- General support hours
- Software patches and updates
- Regularly scheduled health checks

### ENHANCED Support Services

INCLUDES ALL OF THE ESSENTIAL SERVICES, AND IS DESIGNED FOR THOSE WHO HAVE GREATER MISSION CRITICAL REQUIREMENTS

- Proactive monitoring and alerts
- Performance and capacity reporting
- Incident and problem management

### CUSTOM Support Services

INCLUDES ALL SERVICES IN ESSENTIAL AND ENHANCED, PLUS ADDITIONAL OPTIONS WHERE WE ASSUME GREATER RESPONSIBILITY

- Performance and capacity management
- Change and configuration management
- Asset and vendor management
- Storage administration
- Service improvement plans

OUR SUPPORT AND PRACTICAL GUIDANCE ENSURE YOUR IT ENVIRONMENT IS OPERATING AT PEAK EFFICIENCY, AND PUTS YOU ON A PATH TO BUSINESS EFFICIENT IT.

## REFOCUS YOUR IT TEAM ON HIGH VALUE ACTIVITIES

Reach out to us today so we can help you maintain a healthy and secure IT environment and free your IT team to focus on higher value activities.



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