Proactive and reliable
managed services

Experience the people-powered® difference

Serving people well and creating better experiences is a core part of the iTech and Service Express people-powered mindset.

You can expect the best from our combined team of talented experts. We simplify the complex and maximize IT infrastructure to deliver the solutions you rely on.

Together, we provide more solutions, resources and expertise to help you succeed.

Benefits of **managed services**

With our day-to-day support, you'll have more time to tackle projects and focus on strategic initiatives for the future.

BENEFITS:

- Reduced risk and downtime

- Proactively apply PTFs

- Fixed budgeting

- Access to highly skilled administrators

- Competitive advantage

- Improved compliance and security

Monitor

Report

Maintain

Managed Services

Strategize

Remote Support

Proactive Support

Our certified administrators can remotely monitor your IBM environments 24/7 and respond to critical errors in real time for you.

What our **customers** are saying

For years, iTech has handled our Hardware & OS upgrades, keeping us current on PTFs. With a recent retire of our IBM i Admin, we enlisted in their Managed Services. Their IBM i expertise has improved our daily monitoring, back up strategy, and overall eyes on our systems. It feels like I have added five members to my team.

David Rouleau
Agri-Mark, Inc./Cabot Creamery

The planning, installation, and execution of our new IBM® Power® System was flawless and unlike experiences we had with previous vendors. I wish every technology partner we worked with was as helpful and as capable as iTech has been.

Dale Denham
Geiger

It was clear from the beginning of our Version and Hardware upgrades that these guys know their stuff. Truly the best experience I have had in many years. They are my new go-to resource for all my iSeries needs.

Deb Zorawowicz
Coca-Cola of Northern New England

As a managed services customer, you can access:

- Monthly reporting & project tracking
- PTF, FSP, and HMC updates
- Proactive monitoring and analysis with VERIFi
- Highly skilled system admins
- Dedicated MSP subject matter expert
- Regular meeting cadence
- 24/7 monitoring via tools and experienced technicians
- Maintained health and wellness of critical infrastructure

Tiered service levels

We understand that managed services aren't a one-size-fits-all solution. You can select a plan unique to your support level with our tiered service options.

Service levels range in:

- System support hours

- OS upgrades, PTF, FSP, and HMC maintenance

- Meeting frequency

- Performance monitoring

- And more

Service offerings

Business Continuity

- Disaster recovery facilities
- Disaster recovery testing
- High availability assessment & implementation

Hardware

- Hardware upgrade & installation
- Migration services
- Partition setup & configuration
- Tape encryption

Systems Administration

- System health checks
- Performance analysis
- BRMS setup & configuration
- Technical support
- OS upgrades
- PTF updates
- HMC/FSP upgrades

Security Remediation

- Security monitoring as a service
- Penetration testing
- Security assessments
- Single sign-on
- IFS Hardening

Contact us

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SERVICE EXPRESS **+** *iTech*

SERVICE EXPRESS

Solution powered by *iTech*