MANAGED SERVICES
PROGRAMS

ROAD MAP
TECHNOLOGIES

Finally, an MSP focused on Service.

- Dedicated Support Teams
- Top Tier, Experienced Engineers
- Customer-Centric KPIs

HELP DESK HDaaS
DATA CENTER DCaaS
DATA NETWORK DNaaS
VIRTUAL DESKTOP VDIaaS
MICROSOFT MSaaS

We make IT better.

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ROAD MAP
TECHNOLOGIES

FOCUSED ON SERVICE

Managed Services Built for Exceptional Experiences

and uncommon sense

Dedicated Support Teams

Top Tier, Experienced

Customer-Centric KPIs

Our Managed Services are inherently different. Everything from our business model to our key tenets of service delivery (Dedicated Support Teams, Top Tier Engineers, Customer-Centric KPIs) have been established to deliver exceptional customer experiences and drive overwhelming business value.

WHAT'S INCLUDED

Comprehensive Services

Scope & Coverage Integrity

Services directed to accurately define and identify the people, devices, infrastructure and software we are supporting.

Technical Support

These are the core Engineering Services to support and empower your people, devices, infrastructure and software.

Management & Oversight

Proactive and reactive management oversight services to ensure excellence in delivery, client satisfaction and success.

Operations & Administration

A broad range of services built to ensure smooth implementation and the ongoing health of our service delivery infrastructure.

Value-Centric Consultative

Premium services designed to counsel clients to understand IT trends and opportunities driving improved business decisions.

We make IT better.

MANAGED SERVICES

Featured Programs

HELP DESK HDaaS

Comprehensive services driven to deliver resolution at first contact, and to ensure that your users and their devices (desktops, laptops, tablets) are expertly supported.

DATA CENTER DCaaS

Comprehensive services to ensure that your data and technical infrastructure (physical servers, virtual servers, cloud, storage, BCDR) are expertly supported and maintained.

DATA NETWORK DNaaS

Comprehensive services to ensure that your data network technical infrastructure (routers, switches, wireless access points, firewalls, load balancers) are expertly supported and maintained.

VIRTUAL DESKTOP VDIaaS

Comprehensive services to ensure that VMware Horizon VDI solution is performing optimally, and driving the promised value. This is a Premium Service offering.

MICROSOFT MSaaS

Comprehensive services to support and optimize your Microsoft infrastructure, drive adoption and user training. This is a Premium Service offering.

Tired of Getting Lost in the NOC?

Most Managed Services Providers (MSPs) tout the virtues and benefits of their Network Operations Center (NOC) to support your organization. The idea is that when your team members have a problem, they contact a vast service center, or call center for help. In these call centers, the initial point of contact is an entry-level support tech, who is simply the gatekeeper to the support monolith.

We don't get it.

We believe that service and support is personal.

So, we've built a different Managed Services Model where our Clients have a dedicated team - or Support Squad - of incredibly seasoned and experienced senior support engineers, perfectly assembled to their wants, needs and desires.

When your team members need help, they will connect directly to their dedicated Support Squad....and the Senior Engineer they connect with will have the skills and ability to help.

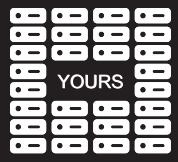
The idea is that support calls get resolved immediately, no gatekeepers, no bureaucracies, just Hammers (which is how we refer to our highly talented engineers).

Makes an incredible amount of sense, doesn't it. So, let's talk about how we can be of service to your organization.

ROAD MAP TECHNOLOGIES

2 Ways to Engage

This approach is unique in the MSP market, but designed to give you the opportunity to simplify AuditSolv Managed Service engagement, implementation and on-boarding.



Your infrastructure

We have found that many of our prospective Clients have previously invested heavily in technical infrastructure that supports the way they do business and already has some level of integration with their overall technology strategy. In these cases, it just makes good business sense to avoid the disruptions caused by a technology rip-and-replace. With AuditSolv, your organization will continue to receive value from your previous technology investment and established standard operating procedures, integrations and communication protocols.

Our infrastructure

We also have Clients who look to their Managed Service Provider for their pre-defined and pre-packaged technical infrastructure, tools and standard operating procedures. For these Clients, AuditSolv provides a non-intrusive, fully vetted, turn-key service delivery suite.

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Inherently Different

Dedicated Support Teams

Top Tier, Experienced Engineers

Customer-Centric KPIs

focused on relationships, not transactions

The Value of Managed Services

With Managed Services, you get access to resources - people, technologies and the expertise - that augment your existing team, and enable your business to focus on what truly differentiates you from the rest of the market. And while you focus on your organizational superpower, we will too - because this is ours!

- **Improved IT Performance, Focus & Business Alignment**
- **Improved Business Agility & Continuity**
- **Improved IT Service Quality, Responsiveness & Reputation**
- **Optimized Financial Resources & Cost Containment**

ROAD MAP
TECHNOLOGIES

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