

Managed Services

The ever-increasing complexity of today's data network is a challenge for most any IT team. Keeping internal staff up-to-date on every product deployed in a complex network can be nearly impossible.

In addition, IT teams are being asked to do more with less. Team members may be over-utilized when extremely long work days are extended with after-hours support calls. The strain put on today's IT team by more technologies, longer hours, and 24-hour support is increasing at an alarming rate.

IT Directors want to focus on new projects strategic to their company's success, but are weighed down with daily operations and keeping new and existing systems running.

Inevitably, IT systems maintenance required to keep business running takes precedence over new, strategic initiatives that could create competitive advantage or spur business growth. Frequently new equipment is purchased, installed and confirmed to be working, then left unmanaged due to daily tasks or emergencies.

Solution

Trusted Network Solutions offers its clients solution based support contracts. TNS can manage a particular technical solution for the client. Key internal personnel are then freed from the duties of performance monitoring, troubleshooting, and routine maintenance.

For example, TNS can completely manage a client's firewall. With a managed firewall service, management can rest assured that a critical piece of their network infrastructure is being properly managed. This allows the IT team to focus on new projects that bring value to its customers and the company.

Program Choices

Trusted Network Solutions offers its clients great flexibility in choosing a managed service. A client may want routine maintenance completed by TNS or perhaps a client would like TNS to manage all aspects of supporting a product.

Firewall and Router Management

Firewalls and Routers are the gateways into your network and when they are not working they hinder productivity. Maintaining configurations and firmware updates for these devices can take time away from an administrator's day. TNS can help by maintaining the firewalls and routers with security best practices, keeping the firmware current and checking logs.

Mail System Management

Email has become a network necessity and managing email can be cumbersome. Let TNS manage all the issues that surround your mail system, from SPAM to email aliasing.

Backup and Restore Management

Most businesses today understand the importance of backing up their data. But do you have confidence that the restore will work. TNS can manage your backups as well as perform test restores to ensure important data isn't lost.

Device Configuration Backup

Do you have a backup of all your devices? Many businesses don't perform regular backups of critical network devices. TNS will perform periodic device configuration backups so they are available in the event of a device failure.

Patch Management

Trying to keep your Windows Servers and Desktops up to date with the latest patches can be frustrating. Let TNS ease that frustration by managing your Windows OS patches.

End User Support

End users tend to need help with VPNs, Antivirus, and general network connectivity. TNS offers business hour end user support in these and other areas allowing the network administrator to focus on more critical network issues.

Proposal

Please contact a TNS account executive for a proposal customized to fit your business needs.