

INFRASTRUCTURE MANAGEMENT SERVICES



Digital innovations are fundamentally transforming today's enterprise network and data center infrastructures at a rapid pace. IT today is very different from what is used to be a few years ago. Maximum uptime and availability is a critical business requirement.

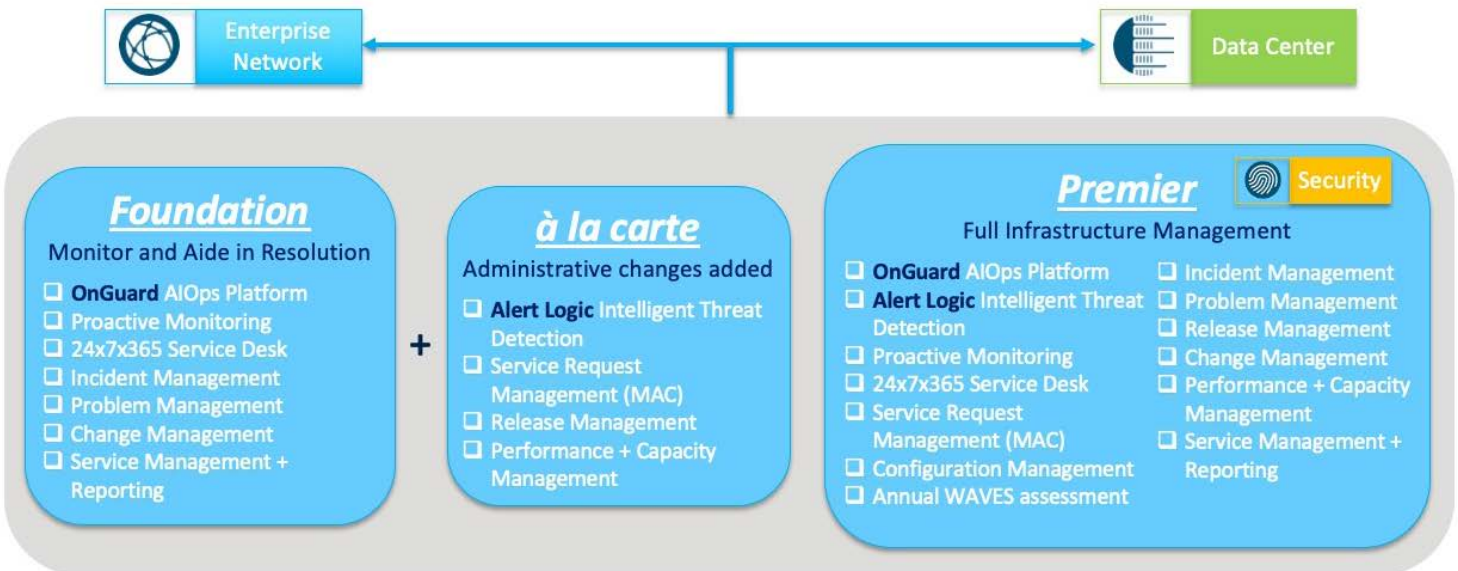
The Challenge

- Enable digital transformation with modern infrastructures
- Maximize investment, reduce cost and mitigate risk with automation
- Enhanced security posture with integrated Intelligent Threat Detection
- Improve quality of service, productivity, and speed
- Proactive service management fueled by continuous improvement
- The use of free internal resources for more strategic business initiatives

The Solution

ConvergeOne Infrastructure Management Services (IMS) based on your managed service and support needs.

ConvergeOne IMS is available in two offerings, **Foundation** and **Premier**, providing you the choice and flexibility to engage with our experts in a manner that best fits your needs. Our offerings can be applied to support either, or both, of your enterprise network or data center infrastructures.



OnGuard™ An intelligent proactive experience with OnGuard automated AIOps platform.

AUTOMATED ACTIONS



Proactive Monitoring



Incident Management



AI Bots for Audit + Analysis



Machine Learning



Portals



ALERT LOGIC™

Intelligent Threat Detection with Alert Logic



COLLECT



ANALYZE



VALIDATE



REPORT



RESPOND

Why ConvergeOne?

- **OnGuard** – ConvergeOne’s proprietary AIOps service automation platform that monitors and analyzes health of your infrastructure in near real-time, handling problems before you, or your customers, notice it.
- **Intelligent Threat Detection** – Monitor security posture, detect vulnerabilities and threats, and provide containment and remediation advisory services to enhance the security of your infrastructure.
- **Better Customer Experience** – ConvergeOne’s NPS score of 72 is three times the industry average. A true measure of our talent and quality of service.
- **Interactive Solution Design** – Achieve your business outcomes with an interactive solution design process and tools which discover existing infrastructure and service models, current challenges, and future IT and business needs.
- **Proactive Services Approach** – automated incident identification and resolution which brings improved productivity and end-user experience with greater visibility, more control, and reduced down-time incidents.
- **Choice + Flexibility** - Two purpose-built service solutions that provide flexibility and choice in how you want to engage ConvergeOne to help support your infrastructure.
- **Discovery Processes** – Our WAVES discovery process, tools and assessment services provide an in-depth quick evaluation of the state of your existing infrastructure and security posture, with recommendations to improve both.
- **Best Practices and Tools** – ITIL-based best practices that easily align to your existing IT workflows, are supported by integrated ITSM tool suite, and augmented by automation, like **OnGuard**.

LEAVE THE DETAILS TO US

Let ConvergeOne help manage your risk and ensure availability of your infrastructure with a purpose-built service solution, delivered by highly skilled service engineers.

How do I get started? Learn how **ConvergeOne Infrastructure Management Services** can optimize and enhance your business. Contact your National Account Manager or ConvergeOne today.

convergeone.com/Infrastructure-Management