Managed Services

The Managed Services solutions are a set of integrated IT services targeted at clients who would benefit from Alphanumeric's investments, processes, and experience in providing complete IT management solutions. The key to this solution is our managed service offering, allowing Alphanumeric the ability to take responsibility for managing components of the IT environment.

Alphanumeric has developed a robust service delivery system, ensuring technical skill sets are properly and successfully matched to the task at hand and agreed-upon service levels. Managed Services solutions are designed to help our clients achieve end-user satisfaction and service at a lower cost than relying solely on in-house resources and systems.

– Our Services Include –

Time Management

- Increase the amount of time available for internal IT staff to concentrate on strategic projects, short and long term planning, and other IT infrastructure improvements
- Provide a consistent, timely support service with a guaranteed service level agreement

Staffing Efficiencies

- Maintain current IT staffing levels while enhancing end-user service
- Allow for flexibility so IT staff to go on personal leave without sacrificing daily IT support and compromising end-user support

Monitoring & Support

- Have proactive monitoring, support, and management resolution of all managed IT devices
- Provide "Peace of Mind" that any IT issues related to the covered systems will be addressed quickly, proactively, and without any delay using the most modern network, server, and desktop monitoring tools available
- Identification of trends in the performance of the IT infrastructure that signify the need to re-architect or re-configure components and/or provide the business case justification for future investments