



Netrix

Our Services

Managed Services



"We believe that new ideas need to come from all corners of our organization. That is what drives employee engagement and innovation which in turn results in consistent delivery of superior client services and client satisfaction."

Justin Rapacz
Practice Director

Contact Netrix

866 447 0088
netrixllc.com

Netrix Cloud Management Center

877 496 3698
getservice@netrixllc.com

Managed IT Services Enable Businesses to Focus on Productivity

Technology systems are always running, even when you're not there to monitor them. So how can you ensure yours never fail? The Netrix Managed Services Practice takes the headache out of running IT. We provide the complete stack of technology services, from monitoring your network and systems 24x7x365 to providing Managed Unified Communications Services to Managed Security Services. The multidisciplinary Netrix Managed Services team can augment your internal IT staff and provide specific IT offerings or provide the entire stack of IT services.

Monitoring services are a key part of the Netrix Managed Services offering. Like an insurance policy for your IT, you can be assured knowing that our team is always keeping a close watch on your systems. By employing managed IT services, Netrix will alert you directly in the event of network or systems failures and we will communicate the actions we are taking to resolve those issues, ensuring increased IT services uptime. A sampling of our Managed Services offerings include:

- Monitoring & Support Operations - 24/7 Monitoring services provided from Netrix's Cloud Management Center (CMC) means outages are quickly responded to and networks restored
- Managed Systems (Servers)
- Managed Network (LAN/WAN) Services
- Managed Security Services
- Managed Voice & Unified Communications (UC)
- Help Desk & End User Computing Support Services
- Virtual Chief Information Security Officer (CISO) Services

Netrix Managed Services: How We Do It

Managed IT - Responsive to the Needs at Hand

Netrix Managed Services utilizes the industry leading ITSM (IT Service Management) - more commonly known as ITIL standards to deliver predictable and superior services. Components include: Incident, Problem, Change, Service Request, Release, Asset & Configuration, Capacity & Performance, Disaster Recovery/Business Continuity Management.

Our Managed IT Service options can be selected from a robust and succinct catalog – offering three service tiers (Bronze, Silver, Gold) each with customized Service Level and Operating Level Agreements.

While services required by each client is unique, our practice ensures that by operating under four key values, we can maintain the highest standards. These principles drive innovation and allow improvements to be implemented. Encouraging these behaviors is crucial to improving our practice.

1. Client advocacy: Each team member owns the tech issue and is expected to see the resolution of that issue through
2. Speed and quality: We deliver quickly but with quality
3. Employee engagement and ownership: Team members work proactively in a partnership approach
4. Service value - We measure metrics for the services and outcomes we deliver to help prioritize and improve against performance targets

The Netrix Managed Services team values transparency, always focusing on improvement efforts, and even sharing performance metrics with clients to track progress on our various service offerings. As incidents are worked to resolution, the client also has full visibility into how things are progressing.

We commit ourselves to staying ahead of technology trends. We're experts at being up to date with the tools and technologies you need.



Why We're Better

The Netrix cross-practice approach integrates a wide set of IT offerings. Netrix is the singular agency to provide all your managed technology services. This one stop shop setup allows Netrix to provide everything your company needs, from network security to unified communications to public cloud and much more, all available under one roof.

Some of the technologies we use include:

- State of the art Network and Systems monitoring tools
- Industry leading troubleshooting and triage tools and methodologies
- Proven security monitoring, detection, and reporting tool