ShoreGroup
You Envision… We Deliver

ShorePatrol

Portfolio of Operational Support Services

Managing the day-to-day tasks of an IT organization or other technology-focused business unit should not overshadow strategic initiatives. Your personnel, time, and other resources should focus on things like leading digital transformation, accelerating a cloud strategy, or adopting new technologies that drive productivity and growth. For almost two decades, ShoreGroup's ShorePatrol operational support services have helped businesses stay focused on those things that matter most.

A strategically focused team keeps your business moving forward and ahead of the competition, as long as it isn't distracted. That's why many businesses find that the care and nurturing of their network and day-to-day IT operations are best left to a team of diversified experts in those areas. This is where ShorePatrol can be most helpful. With an expanded portfolio of services, which now includes ShorePatrol Managed Security, worrying about your IT operations can be a thing of the past.

Bring More Value to Your Business

ShorePatrol delivers industry-leading ITIL-based solutions and a team of highly certified engineers that work across vendors and technologies so the technology support for your organization is in one place. This is just some of the value ShorePatrol delivers.

TURNKEY

Every ShorePatrol service is designed to eliminate burdens on your team. From operating to optimizing and securing your network, you can be assured of a holistic solution.

SCALABLE

Businesses continually change. ShorePatrol services are implemented with that reality in mind. While solutions are designed to fit a need today, you can rest assured knowing that it will scale —no matter what the future brings.
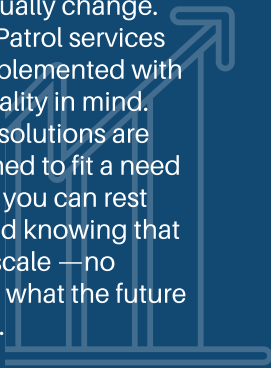
COST-EFFECTIVE

Because ShorePatrol services are delivered in a shared, subscription-based model, the cost of running your support organization is reduced. You'll no longer have to worry about adding headcount or incurring the costs of working across multiple vendors.

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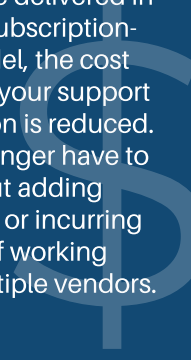
Solutions for All of Your IT Needs

Service Assurance Platform

With the ShorePatrol Service Assurance Platform, IT and business units can leverage the same powerful capabilities used by our ShorePatrol Managed Services engineers to drive higher service levels within the environment they support internally. The platform is a powerful hybrid SaaS solution that continuously monitors and manages IT environments using patented, appliance-based software that resides securely in your data center.

Three Vital Components

The Service Assurance Platform combines three vital components into one integrated support platform. Monitoring with automated event analysis, service management, and analytics work seamlessly together in one package. This means your business receives continuous monitoring and root cause analysis across your IT infrastructure, an ITIL-based service management application, and all the monitoring and service management data you need to drive operational improvements.

A Just Right Fit for Your Business

Because no two organizations are the same, we also offer a unique co-managed option. Utilizing the same Service Assurance Platform, your team can manage technologies where internal competency exists, while ShorePatrol Managed Services supports other technologies where beneficial.

Managed Services

ShorePatrol Managed Services is a complete solution that enables support organizations to overcome obstacles and ensure the availability of vital systems, applications, and infrastructure. It adds our expert engineers to the Service Assurance Platform for 24x7 proactive incident response and resolution to keep your business up and running. Technologies supported by ShorePatrol Managed Services include:

- Collaboration
- Unified communications
- Unified contact center
- Enterprise networks
- Data center

Whether the need is to improve service levels for existing technology, refocus the team on strategic activities, reduce costs, or quickly establish a mature support practice for a new technology deployment, ShorePatrol Managed Services is the answer.

Managed Security

The ShorePatrol Managed Security Service provides a comprehensive set of interconnected services proven to help support organizations win the security battle:

- Threat management
- Log management and correlation
- Escalation and incident support
- Visualization and reporting
- Routine service reviews

You can tailor the service to your individual business strategy, compliance requirements, and risk profile. Fully-managed, co-managed, and customized service models are available. Options such as selectable coverage hours provide the flexibility you need to align the service to your existing environment, internal support capabilities, and prior security investments. You also have the option of deploying the security platform in the ShorePatrol cloud environment, your private cloud, or on-premises.

Technical Concierge Service

The ShorePatrol Technical Concierge Service provides the means to overcome staffing and skill set deficits while meeting the growing demands of the business. It also equips IT and business units to make the most of technology over its entire lifecycle. This is accomplished by accelerating operate and optimize projects, maintaining high service availability, and expanding business value through the realization of strategic goals.
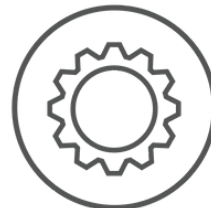
The concierge service delivers much more than just technical assistance. It's a valued relationship with ShoreGroup engineers that understand your business, team, and goals. It provides on-demand access to people, knowledge, tools, methodologies, and best practices that drive on-time project completion and success.

These concierge services span the complete technology lifecycle and range from standardized ones for common activities to fully-customized services that target unique business requirements.