



**rediManage**

## Managed Services to Improve Operations and Reduce Expenses

Whether your organization operates a traditional on-premises IT environment, a virtualized cloud environment, or a hybrid environment, ATSG rediManage Managed Services can help you realize the business value of your technology infrastructure.

ATSG rediManage goes beyond traditional Managed IT Services to operate, monitor, and optimize your IT environment and infrastructure, 24x7xAlways. Our experienced, certified team delivers Tier 1 Enterprise Service Desk, Tier 2 Technical Operations, and Tier 3 Engineering, vendor management and governance. Our Service Desk and Technical Operations Center is staffed with hands-on analysts and engineers, empowered through automation by our Ai2 platform and tools, following ITIL processes. This combination allows us to identify, isolate, and resolve incidents, while also analyzing root causes and eliminating problems before they impact performance or availability. rediManage becomes an integral extension of your IT team providing you with a trusted, safe, and secure operation for your business.



### rediManage Benefits

- Get End-to-end support from a provider you can trust
- Accelerate tech adoption and business results
- Derive the maximum value from your IT investment
- Improve service levels while lowering operational cost
- Free up IT teams to achieve strategic initiatives
- Move to 24x7xAlways support without increasing staff
- Gain the support of highly skilled engineers and subject matter experts
- Reduce management platform cost and administration
- Secure service delivery

## redi to Get Started?

Contact ATSG to learn how we can manage your IT infrastructure and environment.

**(888) 504-9559 | [www.ATSG.net](http://www.ATSG.net)**

## rediManage Services

- Management and monitoring of critical systems by seasoned IT professionals
- Preventive maintenance of servers, networks, workstations, and endpoint devices with proactive fault detection
- Incident Management via 24x7xAlways US based Service Desk and Deskside support services, with special Major Incident Management processes to ensure proper management and resolution of business impacting events
- Global remote management and site dispatch for supported international locations
- Managed Desktop services including patching, imaging, software distribution and endpoint security
- Superior Tier 2 and 3 technology expertise in networking, IP Telephony, wireless infrastructure, virtualized servers, and workstations, as well as deep Win10 expertise
- Access to ATSG's Top-tier elite partnerships, such as Cisco, Microsoft, VMware, and Multicloud Solutions
- Professional IT Service Delivery Management to continually communicate, align, identify, and implement performance and productivity improvements
- Ability to use ATSG's IT Service Management, ticketing and tracking system
- Procurement and deployment support for all your hardware and software needs
- Advanced Technical Services via an assigned Technical Account Lead and access to a diverse pool of subject matter experts



### About ATSG

ATSG is a global tech-enabled managed services and solutions company providing innovative solutions to enhance today's digital enterprise and end-user experiences. ATSG provides Intelligent IT through Technology Solutions as a Service (TSaaS) to a variety of customers, leveraging an offerings portfolio of rediTech, rediManage, and rediSecure, to deliver reliable, elastic, dynamic infrastructure, collaboration, and applications, as well as world class IT operations.

# ATSG

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