

ShorePatrol

Managed Services

A Complete Managed Services Solution

- Comprehensive monitoring and automated event analysis
- Proactive incident management by 24x7 NOC
- High-touch support from experienced, certified engineers
- Complete visibility to service impacts and support activities
- ITIL-based service processes

All the Benefits of In-House IT and More

- Improve service to end users
- Reduce downtime/risk
- Accelerate adoption
- Reduce management costs
- Scale IT resources on-demand
- Proactive support strategy
- 24x7 IT management
- Keep IT teams focused on strategic initiatives
- Certified professionals
- Access 20+ years of service delivery excellence
- Integrate with other ShorePatrol Operational Support Services

When a mission-critical IT service goes down, the ability of a business to fulfill its mission is jeopardized. To keep up with the unexpected, as well as normal business demands, means having a cost-effective support strategy that includes defined processes, management tools, and sufficient headcount with broad expertise. Too often though, the team that provides 24x7 support is also charged with defining and implementing the technology strategy that drives the business forward.

To be on the leading edge of technology adoption and utilization, IT organizations need an effective solution that puts them in position to succeed.

One Solution for Support and Assurance

ShorePatrol Managed Services is a complete solution that enables IT organizations to overcome support obstacles and ensure the availability of vital systems, applications, and infrastructure. 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 IT team on strategic activities, reduce costs, or quickly establish a mature support practice for a new technology deployment, ShorePatrol Managed Services is the answer.



Designed to Work Like You Work



Monitoring and Automated Event Analysis

At the foundation of service delivery is the ShorePatrol Service Assurance Platform which

continuously monitors IT environments with patented technology. Unlike many competitive offerings, the platform's capabilities were designed by industry experts to specifically support associated technologies. By design, the root cause of current and emerging issues is quickly identified, bypassing tedious support escalations and thereby accelerating response and service restoration.



Incident Management

Upon determining root cause, an incident ticket is automatically opened in an integrated ITIL-based service management application

and communicated to the 24x7 network operations center (NOC) for immediate action. Advanced workflow logic routes the incident to the most qualified engineers and proactive remote remediation commences. This process eliminates the need for businesses to initiate service requests 95% of the time.



Visibility

Businesses have complete visibility throughout the service delivery process. ShoreGroup's transparent service model

provides full access to the ShorePatrol Service Assurance Platform. This openness makes it easy to obtain status details, assess impacts, collaborate with ShorePatrol engineers, and fully understand service response. A mobile app provides platform access at any time, and users can elect to receive automated notifications apprising of service impacts as well as support efforts. With these resources, IT organizations are kept up to date and in ideal position to manage their response to the business. Optionally, IT managers may elect to integrate the ShorePatrol Service Assurance Platform with their enterprise service management application.



Engagement

ShorePatrol engineers will engage the business's personnel and communicate escalations per customizable policies. They'll

also initiate third-party service provider support when applicable. In addition, all ShorePatrol customers may call the NOC Service Desk at any time. A ShoreGroup Customer Care Advocate manages the service relationship and conducts routine service reviews to optimize the value that customers derive from ShorePatrol.



Analytics

All health monitoring, performance monitoring, and service management data is stored within the platform. This data forms a

powerful knowledgebase for reporting, analysis and making qualified decisions. In addition, other available ShorePatrol services such as problem management and capacity management leverage this data to drive operational improvements. Intuitive dashboards and status displays supply the insights needed to assess service impacts and support activities.



Security

The ShorePatrol Service Assurance Platform resides in the customer's data center. This means it fits within the existing security

architecture and there is no chance of co-mingling sensitive customer data. As part of its commitment to customers, ShoreGroup also retains the most stringent security credentials in the industry, including ISO 27001, SSAE 16 Type II and HIPAA.