Day 2 Support as a Service

Trace3 provides access to post-implementation technical resources in the form of Day 2 support. Our virtual engineering team responds to thousands of computing and network incidents each year, and we have built a reputation for efficiency and affordable reliability.

COLLABORATION SERVICES
• Offered as a fully Managed Service or on an ad-hoc basis, ranging from basic MACD work to in-depth troubleshooting of your Cisco collaboration environment.

NETWORKING AND FIREWALL SUPPORT
• Routing, switching, and firewall operations
• Standard networking protocols
• Assistance with design, redesign, assessment, and best practices
• Cisco, Palo Alto, Meraki, Fortinet, and more

MICROSOFT SUPPORT
Advanced Services (Troubleshooting / Incident Response)
• Active Directory, Exchange, and OSM
• Office 365
• Azure
Management Support
• Migrations
• Best practice review and implementation

VMWARE AND VIRTUALIZATION SUPPORT
vSphere, vCenter, ESX:
• Support / Upgrades / Updates
• Backups and Disaster Recovery
• Best practice review and training
• VMware Horizon
• Desktop and application virtualization
• Remote user access
• Image creation

Reasons to use Trace3
• 24x7x365 ticket creation support
• Professionally certified Trace3 badged engineers
• Flexible billing contracts
• Services delivered in normal business hours and/or after hours
• Escalation services on demand
• Highly responsive
• Transparent pricing
• Defined processes per customer

TAKE THE NEXT STEP
If you’d like to cost-effectively meet your ongoing IT support needs, consider Trace3’s Day 2 Support as a Service. Contact our Managed Services team at 877-264-2363 or gems@trace3.com.