NETWOR

BUSINESS UNIT OVERVIEW

By following industry best practices and proven methodologies, our experts deliver the back office operational support that allows your IT team to effectively manage and empower your business strategy. Routine IT tasks we can assume through our redundant NOC's (Kentucky & Michigan) include a number of “as a service” offerings such as Monitoring, Help Desk, Backup, Disaster Recovery, and Patching.

MONITORING AS A SERVICE
Protect your business, improve network visibility, and mitigate risk with proactive monitoring. Assess vulnerabilities, anticipate network needs, and perform remediation.

HELP DESK AS A SERVICE
Supplement your IT department with dedicated resources, incorporating proven processes and tools to support your business at times you can't. Includes after-hour and weekend availability.

PATCHING AS A SERVICE
Safeguard against security threats by ensuring every machine has the latest software patches installed to effectively strengthen your overall security posture.

UCDAY2 AS A SERVICE
Maintain productivity while streamlining and simplifying communication to ensure business-as-usual with support for daily operational issues post implementation keeping your team engaged, dynamic, and valuable.

SD-WAN AS A SERVICE
Optimize your SD-WAN experience for a secure, unified connectivity over any transport, simplified operations, and faster deployment of applications for less.

BACKUP AS A SERVICE
Protect the operational integrity of your business by backing up your data offsite. Eliminate the challenges of on-site backups due to limited resources, constrained bandwidth, and growing data volumes.

DISASTER RECOVERY AS A SERVICE
Meet security and compliance needs with a scalable and flexible cloud solution to better manage a disaster if it arises.

DAY 2 SUPPORT AS A SERVICE
Free your valuable resources to focus on strategic initiatives leveraging Incident Response and Service Request Fulfillment offerings available after hours, weekends, or whenever your staff is overburdened.

To learn more, contact our Network Operations Center at 877-264-2363 and gems@trace3.com.