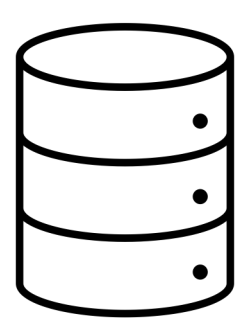


# Managed Services: SysOps for Server

SysOps is critical to every business, EPLEXITY's SysOps team helps #backITup by establishing solid IT operation processes and procedures.



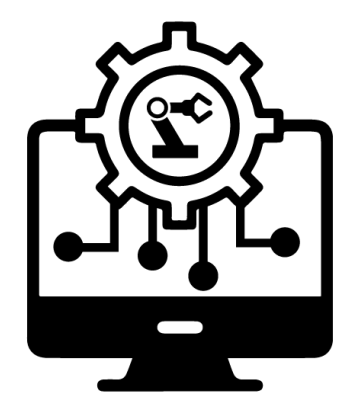
**24 x 7 Coverage & Support**



**System Admin & Infrastructure Support**



**Experts on Demand**



**Industry Leading SLA**

**EPLEXITY will manage your environment so that you can benefit**



**Systems Optimization**



**Proactive Maintenance**



**Incident Management**



**Disaster Recovery**



**Continuous Operations**

## What is EPLEXITY'S SysOps?

- IT Systems Experts certified in major technologies (Microsoft, Cisco, AWS & More)
- Proactive 24/7 Monitoring
- ITIL based Systems Management
- Service Management Reporting and Dashboard

## What's included in EPLEXITY's SysOps?



- 24/7 monitoring
- Service Delivery and management
- Cost Optimization
- T1-3 Incident Management
- Advanced backup and disaster recovery
- Configuration guidance

## Why EPLEXITY's SysOps?

- We work, while you sleep
- Support from a team of AWS certified experts
- Stay updated with the latest AWS technology and tools
- Increased security
- Save time and money
- Peace of mind



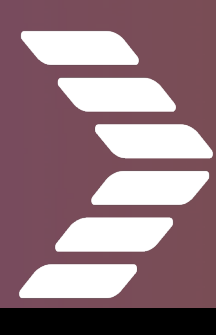
## Next Steps

[Click to start receiving expert SysOps support now!](#)

## Case Study



Microstar Microstar has experienced extraordinary growth in recent years as craft beer has exploded across America. Growing revenue and headcount by more than 10X while adding significant capacity across various locations. Microstar decided to move away from their current traditional MSP to a more Next Generation, cloud-oriented provider to support the needs of the business. After a thorough RFP process, Microstar selected EPLEXITY's full managed services spanning procurement, desktop support across multiple locations, on-prem servers and network, AWS cloud as well as comprehensive security management.



## Pricing

Line Item	Total	Line-Item Price
Cloud Hosted OS	Monthly total of Systems Managed	Small (1-25) \$75.00/MRC Medium (26-50) \$65.00/MRC Large (51-100) \$55.00/MRC One-time Onboarding fee priced separately
Client Hosted OS	Monthly total of Systems Managed	Small (1-25) \$175.00/MRC Medium (26-50) \$150.00/MRC Large (51-100) \$125.00/MRC One-time Onboarding fee priced separately
Unsupported Vendor OS	Monthly total of Systems Managed	Small (1-25) \$250.00/MRC Medium (26-50) \$225.00/MRC Large (51-100) \$200.00/MRC One-time Onboarding fee priced separately

## Solution Features

### Server Management Including;

- ✓ 24/7 monitoring
- ✓ Service delivery & management
- ✓ Cost Optimization
- ✓ T1-3 Incident management
- ✓ Advanced backup & DR management
- ✓ Configuration guidance

## Desired Attendees

- Executive sponsor
  - Cloud program manager or executive
  - CEO
  - CTO or chief architect
  - CIO
  - Finance
  - Managing director
- Escalation or incident manager
  - Business unit owners
  - Security leader
  - Network leader
  - App development leader
  - Infrastructure leader
  - Operations leader

## Available Add-Ons

- Druva Advanced Backup Software for Backup and \ or DR
- SecOps for Server to enable SOC services

## Included Software

- LogicMonitor
- Ninja RMM

## Suggested Prerequisites

- Customer should provide EPLEXITY with any relevant diagrams, applications, infrastructure and network summaries, and documentation two business days before the workshops
- Customer should involve the relevant members of its internal teams, including security, IT infrastructure, development, service delivery, finance and application owners from lines of business, as needed
- Customer should grant EPLEXITY read-only access to all accounts prior to workshops
- Customer's executive sponsor should plan to attend all meetings