

MANAGED SERVICES PROVIDER



In today's dynamic landscape, every company is jostling with technological advancements. In order to not lose any ground to their competitors, the organizations are adopting advanced service solutions and new business models leading to business complexity. In addition to complexity, the financial pressures and demand for 100% operational efficiency lead business into adopting a managed services model.

iSON technologies, a Pan-African systems integrator has its presence across 26 countries spanning across Africa, Middle East and ASEAN region. The managed service provider provides end-to-end IT services and solutions for your growing business needs. The seamless IT management and support is driven by ITIL/COBIT5 service delivery and governance methodology framework.

iSON Technologies offers comprehensive network management solutions which enable a secure and highly scalable network with a significant reduction in risk and complexity of network management. Proactive monitoring of the customer network and guaranteed SLAs address the connectivity, manageability, and accountability needs.

The following are the salient features of the managed service solution from iSON. These offerings enable the client's flexibility, responsiveness, and agility to their current business operations.

- o Process Implementation: iSON technologies leverage the capabilities of ITIL to design the process implementation strategy. The ITIL service framework fosters stronger alignment between IT and business, reduces cost through improved utilization of resources and enables greater visibility of IT and business risk and service disruption.
- o Asset Management provides greater visibility into the hardware and assets lifecycle and in turn keeping a check on the IT costs.
- o Capacity and Availability management: Managing capacity workloads and availability of critical applications
- o Systems and Solutions Management and Support: The consultants at iSON support unified management of storages, servers, applications, switches, routers, firewalls, APs, GPON, eLTE, camera, IP phones, and video conferencing devices.
- o Application and Database Management:
 - o Enterprise Network Management: Provides multi-vendor device management, integrated wired and wireless management, network traffic management, network quality monitoring.
 - o ONSITE SERVER MANAGEMENT:
 - Onsite Server System Operations
 - Server Backup and Recovery
 - Security Health Check
 - Patch Management

Some of the other managed service offerings are:

- o Change Management
- o Service Desk
- o SLA monitoring
- o Knowledge Base
- o Contracts Management
- o License Metering
- o Design, Implementation and Systems Integration
- o Security Solution
- o Security Management
- o User Training– Operations and Security

iSON technologies have a large pool of certified and competent resources spread across Africa and India. We are constantly propagating our managed service solutions via IT seminars, forums, and open house. So far, our managed service solutions have resulted in the following benefits to our clients:

- o Improved response time and qualitative support
- o Proactive service monitoring
- o Reduced risk while managing multi-vendor, multi-country delivery models