MANAGED SERVICES

SirviS

SirviS offers managed services for business of all sizes with comprehensive offerings from monitoring to full device solutions and everything in between.

SirviS Blocks | Premier Device Solution

A fully Bundled, Customized, Secure Managed Hardware Infrastructure Solution (Network, System, Storage, Security Devices) - billed monthly.

- Included Services/Tiers
- Hardware Lease as part of Service
- Monitoring
- Proactive Device Maintenance
- Full Break/Fix Support including Remote Hands for Troubleshooting/RMA
- Engineering bucket of hours for Ad-Hoc Engineering and configuration support
- Secured

Engineering & Break/Fix

24x7 Engineering team response to outages detected by proactive monitoring or reported by the client. Full end-to-end Break/Fix support.

- Troubleshooting/Diagnosis/Resolution by Engineering Team
- Vendor Support Management, working with TAC, etc.
- Handling of RMA process, including reconfiguration of new devices from backups
- Management of remote-hands if necessary
- Management/Backups of device configurations
- Monthly Reporting on devices for performance recommendations
- Engineering Support for non-project changes (Routing/Switching changes, Firewall rules changes, changes to wireless domains)
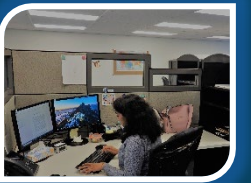
Device Maintenance

Proactive and regular device maintenance to ensure your infrastructure is always up to date, secure and performing optimally.

- Monthly/Quarterly Software upgrade/patching, according to vendor software release and recommendations
- Emergency patching for security-related software releases from vendor as required.
- Monthly reporting summary, device performance summary

Monitoring

Provides the essential 24/7 monitoring that you need in order to ensure your network is running smoothly.
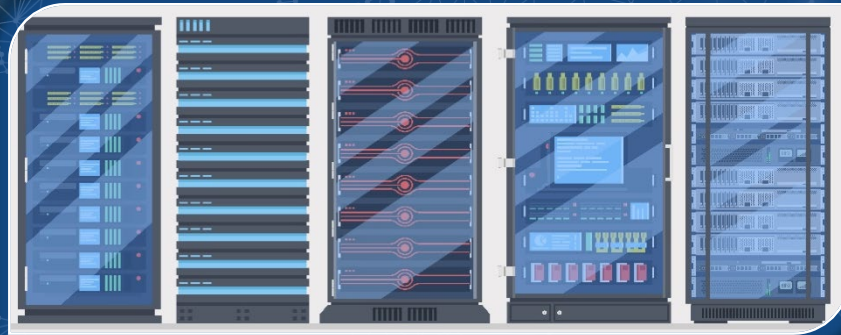
- Device real-time up/down monitoring.
- Interface/Link real-time up/down monitoring
- Notification to client and/or internal team for break/fix engagement, depending on who manages the device.
- Monthly reporting summary, device uptime and summary of any faults detected
- SIEM/SOC - real-time awareness, privilege access Management, corporate policies, audit compliance ready

SIRVIS BLOCKS

SirviS

A fully Bundled, Customized, Secure Managed Hardware Infrastructure Solution (Network, System, Storage, Security Devices) - Billed Monthly

HARDWARE DEVICE

LEASE

MONITORING

PROACTIVE MAINTENANCE

BREAK/FIX SUPPORT

REMOTE HANDS TROUBLESHOOT

CONFIGURATION & SUPPORT

SECURITY