

Enterprise Support

Today's IT organizations often struggle when it comes to maintaining the maximum value of their IT investments, including those they have made in cloud and virtualization technologies, while at the same time allowing their team member to focus on initiatives that add strategic value to the business. Enterprise Managed Services from e360 alleviates this pain point by providing organizations with 24x7x365 support and maintenance services for any virtualization or cloud-based infrastructure environment and much more. If you have a simple or complex environment e360 can help operate all or a subset of your IT service offerings from our pool of resources.



24x7x365 Support Desk

- After hours on-call support
- Scalable service levels

Administrative Services

- Move, add & change tasks users, systems & applications
- Third-party run and or governance of critical IT processes
- Monitoring, patching, change management and SLA management

Cloud, On-Premise or Hybrid Environments

Tier 1 Team Enablement

- Supplement specific or many roles and tasks

Tier 2 & 3 Incident Management

- Tier 1 escalation to our staff for advanced issues
- Technology & vendor agnostic across complex environments
- Escalation to internal subject matter experts & vendor support

Defined Report, Service Quality Validation & Continuous Service Improvement

To learn more about e360 Enterprise Management Services, contact us today at EMS@e360.com.



About e360

e360 is an award-winning IT consultancy specializing in end-user computing, software-defined infrastructure, DevOps and cloud, cybersecurity, and virtualization solutions for business, government, education and healthcare.

For nearly three decades, countless numbers of enterprise organizations have achieved their business goals and objectives leveraging e360's people, processes and methodology.

Our robust services portfolio and solutions offerings include focus on:

- End User Computing (Virtual Desktop Infrastructure and Application Virtualization)
- Software Defined Infrastructure
- Automation and Cloud
- Security and Cyber Risk Services
- Professional Services
- Enterprise Managed Services
- Contract Management Services

Our business and technology consultants bring years of experience and have a unique approach to customize to your unique needs.

You will find that our team approach, along with the speed at which we are able to deliver results, truly sets us apart from our competition. This is one of the reasons we have successfully built relationships strong enough to last a lifetime, with both our employees and our clients.

LEARN MORE

For more information about e360's Enterprise Managed Services, contact us at EMS@e360.com.

ENTERPRISE MANAGED SERVICES *by e360*

e360 is committed to helping our clients maintain the maximum value of their technology investments, and to freeing up their team members to focus on more strategic business initiatives.

Through our Enterprise Managed Services (EMS), we help you align your business initiatives with evolving industry trends and obtain a clear understanding of the impact that future technologies will have on IT business value.

Our EMS services include **Enterprise Support Services, Lifecycle Management Services, Infrastructure Management Services, and Microsoft Support Services.**