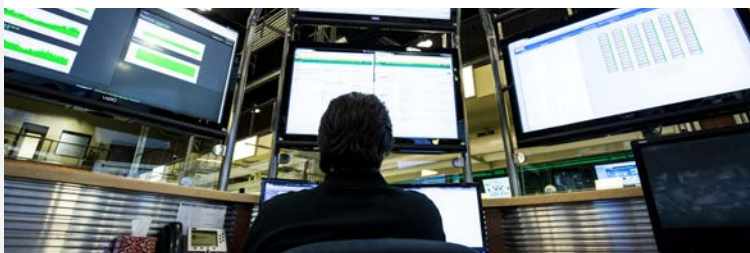# MANAGED
SERVICES

With a highly skilled **24/7/365 operations team** which includes experts from a vast array of technology disciplines, ScaleMatrix Managed Services can provide the assistance, support, and guidance needed to help you get more out of your IT investment.

ScaleMatrix Managed Services go beyond traditional break-fix models. Our goal is to provide visibility and proactive support to ensure the reliability and issues-free operation of your critical systems 24/7/365.

A good managed service partner should be an extension of your team.

They should:
- Reduce IT overhead
- Provide enhanced operational support
- Relieve mundane IT tasks
- Improve uptime

SYSTEM ADMINISTRATION
Linux & Windows, Physical & Virtual – our teams can provide ongoing support and management for deployments large and small.

PLANNING, IMPLEMENTATION, & PROFESSIONAL SERVICES
No-cost whiteboard sessions courtesy of our technology teams. Affordable rates for ongoing support, assessment work, plus build and configuration management.

VIRTUALIZED ENVIRONMENT SUPPORT
With tens of thousands of VMs under management, our team can help ensure the continuous operation of your virtual environments. *ESXi, HyperV, Xen, & OpenStack*

BACKUP AND DISASTER RECOVERY PLANNING
ScaleMatrix can help with the architecture, planning, and maintenance of Archival, Backup, and Disaster Recovery services with fully managed, 24/7/365 support.

SECURITY CONSULTING
ScaleMatrix can provide everything from general assessments and penetration testing, to code audits and web application security services.

MONITORING & PREVENTATIVE MAINTENANCE
With advanced performance and capacity monitoring tools, we can help prevent IT or performance issues before they become a problem.

MIGRATION SERVICES
Whether migrating physical data centers, infrastructure, or virtual environments, ScaleMatrix has the tools and capabilities to help transition workloads whenever and wherever needed, with little to no downtime.

COLLABORATION & MOBILITY MANAGEMENT SERVICES
With cutting edge and security focused data governance, mobility management, and enterprise-class file sharing services, we can help improve your data management practices today.

SECURITY | MATRIX TOTALCARE™ | LOAD BALANCING | COMPLIANCE | MONITORING | MANAGED SERVICES

DATABASE ADMINISTRATION

Our teams provide general management as well as the design and architecture of complex, highly available, transaction driven database services.

FIREWALL & SECURITY APPLIANCE MANAGEMENT

Support for both physical and virtual appliances are available. Our team can configure, deploy, and manage security appliances & firewalls to match your needs.

WEB & TRAFFIC MANAGEMENT SERVICES

Global and local traffic management and load balancing services are available from geographically diverse data center locations, delivered "as-a-service."

COMPLIANCE SUPPORT

ScaleMatrix supports the needs of highly regulated clients in nearly any vertical. We actively participate in audit support and infrastructure design to meet even the most stringent of compliance requirements.

CIO SUPPORT

Need a sounding board for a new application or planned service delivery? Looking for advice on virtualization or hardware deployments? ScaleMatrix engineering and technology resources will provide real world insight, white board sessions, and road-mapping upon request.

STORAGE SERVICES

Our teams can provide management support for existing storage deployments, or can help identify strategies for managing ever growing structured and unstructured data sets.

NETWORK & CONNECTIVITY MANAGEMENT

From managing complex architecture to helping plan connectivity deployments, ScaleMatrix can advise on bandwidth, network, and direct connect options for on premise, data center, and cloud connectivity needs.

BENEFITS OF SCALEMATRIX MANAGED SERVICES

Proactive support helps identify issues before they impact application performance.

Enables YOUR IT team to focus on core initiatives while repetitive tasks are offloaded.

Provides another set of technology-focused eyes for vetting new deployments.

Experts available around the clock in nearly every discipline, 24/7/365.

Save time and costs while improving overall performance with the help of a skilled managed service partner.
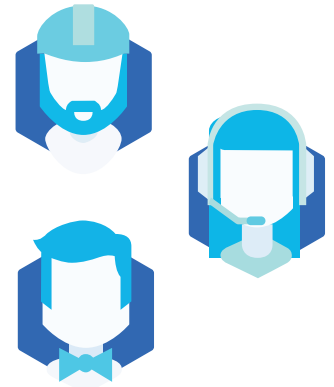
ScaleMatrix maintains strict operational controls which support adherence to PCI, HIPAA, and GLB guidelines.

MATRIX TOTALCARE™

With our dedicated, white glove support, you are never left on your own.

Our team of engineers are only one call away whenever you need us.

SECURITY | MATRIX TOTALCARE™ | LOAD BALANCING | COMPLIANCE | MONITORING | MANAGED SERVICES