TIERPOINT

MANAGED SERVICES

Simplify and Strengthen IT Operations

Unleash the true potential of your organization by freeing your IT staff for strategic projects. Managed IT services deliver best-in-class technology and skill sets to help you build a more agile, innovative IT organization.

IT Innovation Is Vital for Your Business

In today's competitive marketplace, many organizations are embarking on digital transformation initiatives to enable growth and realize success. However, finding time to innovate is a major hurdle for many IT teams.

How can you explore new technologies and discover new ways to drive the business forward when your team's day-to-day existence is putting out fires and performing routine but necessary tasks?

Build a More Agile IT Organization

Your IT organization has a unique combination of skill sets and organizational goals. TierPoint's suite of managed IT services will meet you where you are today and augment your in-house capabilities so you can:

- Free your IT specialists to deliver strategic value
- Improve customer service and user productivity
- Flexibly scale up and down to manage business growth and seasonal demand
- Drive performance and manage risk by keeping servers up to date, optimized and available
- Avoid the CapEx of purchasing additional IT equipment and software

Keep Your Systems Safe

The status of technology health can change at any time. TierPoint has IT professionals to monitor your environment continuously, 24/7/365 – so you can focus on your business. We'll alert you or take action to fix it — your choice.

Our Technologists Put You First

Our culture of high-touch client service ensures that you have the IT resources you need, when you need them. Plus, we specialize in secure, scalable managed IT solutions that deliver increasing business value to our clients over time.

Achieve More Every Day

Our managed services professionals make it their business to further your goals. Pick and choose from managed services such as hosting, Microsoft 365, OS licensing and patching, system monitoring, database and email management, help desk services, and more.

Microsoft 365 · Windows · Active Directory · UNIX® · Linux · Microsoft SQL Server 2008 · Virtual Desktop Services · Monitoring Services · Help Desk Services

Select Your Mix

You need IT resources for day-to-day tasks and strategic projects. We give you the flexibility to choose the level and mix of managed services for your organization.

TierPoint's highly configurable services, backed by the industry's most sought-after vendor partnerships, reach across IT technologies.

Our experts are your partners. We'll work together with you to craft a managed solution that meets your current business needs and supports your future goals.

TierPoint offers IT services for every need

- Applications
- Databases
- Operating Systems
- Servers/Virtualization
- Storage
- Security
- Network
- Data Center

Power Ahead with the Applications You Trust

You can simplify each point of interaction your team has with an IT solution, and rest easy knowing we will manage it to ensure it will work consistently for your business. With experts driving each service and a customer-first culture, we are committed to maximizing your value.

We can provide you with these managed IT services and more:

Managed Hosting

Lease dedicated hardware, including servers, storage and networking, when you need them – and we'll handle the full lifecycle of your project. Our staff provides day-to-day management, monitoring, security and maintenance.

Managed Microsoft 365

Get the right Microsoft 365 package for each user, delivered with efficiency and accessibility. Managed Microsoft 365 lets you coordinate Office solutions across complex hybrid IT environments – and ease the burden of migration, maintenance and support.

OS Management

Get help to ensure you stay up to date on server operating system licenses and patches. We can identify patch availability, and manage and deploy security patches.

Managed SAP Solutions

Modernize your ERP infrastructure or evolve with new SAP applications and technologies so you can deliver real time innovation to the business, maximize efficiencies and support digital initiatives. Rapidly deploy, flexibly scale, and conveniently manage applications with dedicated compute, memory, and storage resources by running them in a TierPoint data center.

Application Management

Enable management of complex critical applications – such as SQL and Active Directory – with managed IT services.

Monitoring Services

Be the first to know when your infrastructure exceeds operating thresholds. We'll alert you via ticket, and follow up depending on event severity. If we manage your environment, we'll take action to fix it.

Help Desk Services

Source your help desk or service desk functions to an experienced US-based help desk service provider to deliver better service to your employees and customers.

Virtual Desktop Services

Reduce IT overhead with our VDI service, customized to your needs. We configure, deploy, administer, and support your dedicated desktop as a service solution in a Hosted Private Cloud with industry-leading security and compliance.

Learn more

To schedule a call with a solutions advisor, reach out to us at **844.267.3687** or by email: **sales@tierpoint.com**.

About TierPoint

A leading national provider of hybrid IT solutions, TierPoint helps organizations drive performance and manage risk. No U.S. provider comes close to matching TierPoint's unique combination of thousands of clients; more than 40 edge-capable data centers and 8 multitenant cloud pods coast to coast; and a comprehensive portfolio of cloud solutions, colocation, disaster recovery, security and other managed IT services. With white-glove customer service, TierPoint professionals customize and manage agile solutions that address each client's unique needs.

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