

## Managed Services

### Boosting Efficiency by Removing Technology Burdens from Your Plate

*Whether it's for today, tomorrow or for long-term growth, you can stop worrying about the complexities of technology and keep the focus on your business when your IT environment is in good hands.*

#### Managed IT Services

By becoming an extension of your technical team, STEP CG provides intelligent managed services that help your organization leverage and maintain its current technology – enabling you to get back to doing what you do best. In providing you with the highest levels of support, we work diligently with stakeholders and internal support teams to go beyond learning the ins-and-outs of your organization.

#### The Flexible STEP CG Solution

With STEP CG's tiered support levels, you can select the best skilled technical resources needed to strengthen your specific business.

##### Maintain

- First call remote technical support & collaborative problem management
- Part replacement coordination

##### Customer Dashboard

- Dashboard with monitoring alarm notifications

##### Monitor & Response

- Active monitoring and proactive problem management

##### Manage

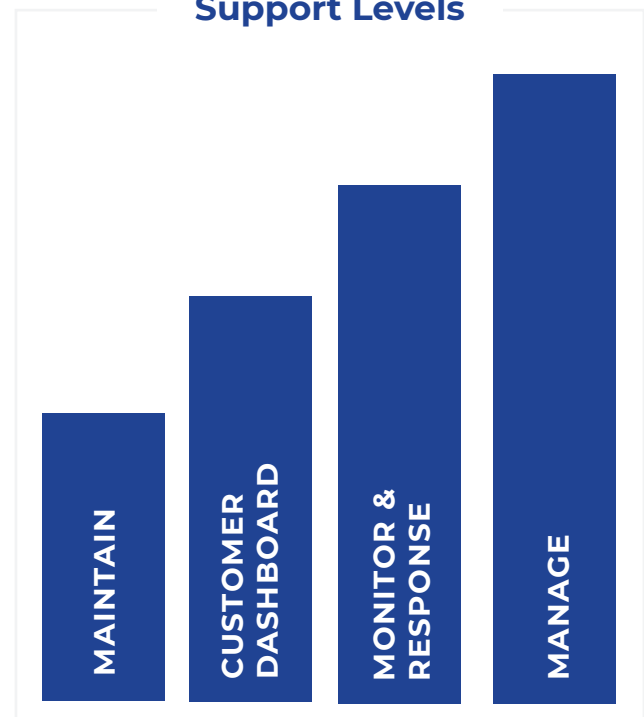
- Operational software updates
- Remote change management

If you need a support model with infrastructure included that is "As a Service," we have you covered with the STEP CG "Manage Support" tier option.

#### Business Driver

With more and more resources running across them, the core and edge networks in most organizations are already beyond "heavy." Maintaining security and improving operational up-time without adding the significant cost of enterprise-level hardware and software can present challenges to most firms. The last thing a limited IT staff wants or needs is the added burden of learning a special expertise to keep the networks operating at their peak.

#### Support Levels



## The STEP CG Managed Services Advantage

It begins with the expertise we bring in architecting the right solution – tailored to your specific needs. We understand all of the different technologies and vendors, so you'll never get a cookie-cutter "one-size-fits-all" solution. Our best practices also ensure every solution is optimized and deployed properly with world-class support.

## Managed Services Benefits:

- Access to Expert Support
- Predictable Monthly Bills
- Customized Support Packages
- Proactive Monitoring and Maintenance
- Minimized Downtime
- Enhanced Efficiency

## The Winning Components of STEG CG Managed Services



### Free Up Your In-House IT Personnel

Our certified engineers are experts in the latest techniques and technologies, including your network, servers, routers, switches, firewalls, and more. Remove the management burden of the day-to-day operations, so your core IT Team can focus on what they do best for your organization.



### The Tools You Need to Monitor Your Environment

Gain insights on how your technology is moving you forward on the STEP CG Dashboard with data analytics for business success. There is power in analyzing data, and we know exactly how to use those numbers to ensure your technology is operating at peak performance, so your workflow is never interrupted.



### The Brightest Minds and Expertise in Your Corner

Discover what your business is capable of with STEP CG as a true partner – bringing our networking core routing & edge switching recommendations, management, and operation along with full access to our ticketing system for visibility into any and all issues. We help you achieve more by making your technology work for you, not against you.



### Best Practices to Serve You

We'll assess your current network infrastructure before determining the best solution to harden your security and optimize throughputs and applications. You can rest assured that only STEP CG's battle-tested best practices are applied to your network – upon which everything rides.

## About STEP CG

STEP CG is a highly innovative, award winning, nationwide IT services engineering firm headquartered in Northern Kentucky/Greater Cincinnati. STEP CG solutions are powered by strategic experts and best of breed technologies solving our customers' most complex IT challenges. Our expert engineers provide customers with solutions for cloud, security, collaboration, core infrastructure, and managed services. STEP CG is where innovation meets execution.