

# Managed Services

Every hour your IT team spends maintaining your environment is an hour they're not able to improve it.

**What you want your IT Team to do.**



**What your IT team actually does.**



LookingPoint is a leading solution provider specializing in advanced IT infrastructure solutions. We provide design consulting, professional services, and managed services to our customers. We can augment your existing IT Team through our Next Care Managed Services, as well as, recommend the appropriate IT product solutions that meet a customers' unique business and compliance requirements.

## Complete

## On-Demand

### Proactive Infrastructure Services

Let us provide a dedicated team that will manage, monitor and tune your infrastructure, liberating your IT team to focus on improving your business.

#### Complete management

*Our highly qualified engineers utilize technical knowledge, experience, and stringent industry certifications to develop IT best practices and deliver them to you*

#### Software upgrades

*Our team will perform any necessary software upgrades to address critical security flaws within your infrastructure*

#### Moves, Adds, and Change Support

*Moving, adding, or changing standard configuration items*

#### Proactive Monitoring

*Monitoring and validation checks to monitor the health, performance levels and status of your infrastructure*

#### Backup Management

*We provide backup management for Cisco IOS configurations and tracking of differential changes, as well as backup validation for other systems*

#### Best Practice Review

*Bi-annual life cycle review, configuration deep-dive and technology road map planning for your environment.*

### Responsive Day to Day Services

Incident based expertise, support, and strategic management for your core IT infrastructure, allowing your team to develop innovative services that enable your business.



#### Break/ Fix Support

*Reactive maintenance support, providing repairs and updates for your infrastructure as needed*



#### Moves, Adds, and Change Support

*Moving, adding, or changing standard configuration items*

**Get Started Today with Next Care.** Call us at **925-566-3480** or email us at [sales@lookingpoint.com](mailto:sales@lookingpoint.com) and our IT experts can help you design the Next Care plan that is best for your IT environment and your company.