Complete Managed Services for your Core Infrastructure

Let us focus on your infrastructure today so YOU can focus on your business for tomorrow.

With LookingPoint's Complete Managed Service you'll get a plan customized specifically for your company. Your plan includes a high level of technical expertise and engineering support that goes beyond what you can find elsewhere. Leveraging our managed services will enable your in-house IT staff to drive business value while we take care of the IT infrastructure. We not only save you time and resources, but our services will also improve your system performance and enhance the security, reliability, and standardization of your IT infrastructure.

Collaboration
A fully managed collaboration infrastructure with administration, support and mangement

Network
A fully managed and proactively monitored network infrastructure with expert configuration support and administration

Data Center
A comprehensive portfolio of virtualization technologies and services

Benefits of Proactive Services

- 24x7x365 systems monitoring
- Faster resolution times to resolve system issues, and less downtime for your systems
- Discrete remote monitoring and management of your systems, with fewer disruptions for your network
- Complete IT support at a fraction of the cost of a full time employee
- Certified Systems/ Network engineers without additional training costs
- Constantly refreshed and updated industry expertise across multiple environments
- Leverage your in-house team to provide **additional** business solutions, while our team runs and maintains the existing technology

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, such as voicemail accounts, VLAN configurations, NAT rules and Access Control List modifications to name a few

Proactive Monitoring
Our monitoring and validation checks are performed on a weekly, monthly, and quarterly basis. These checks monitor the health, performance levels and status of your infrastructure components

Backup Management
We provide backup management for Cisco IOS configurations and tracking of differential changes, as well as backup validation for other automated systems
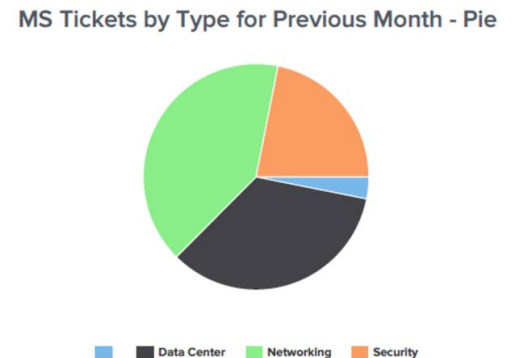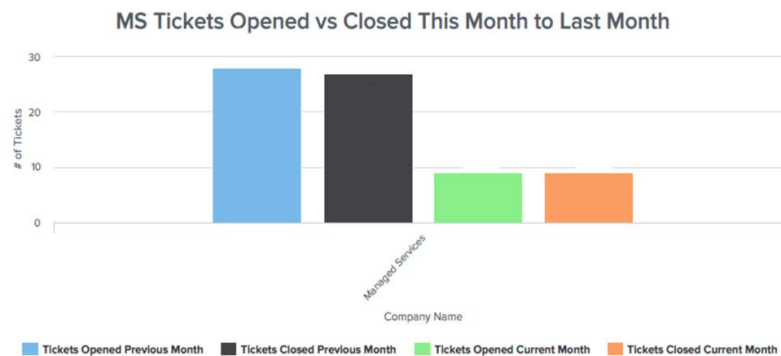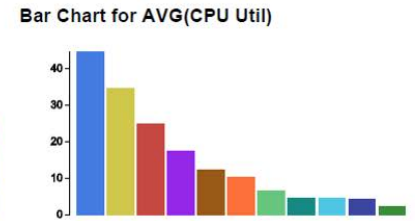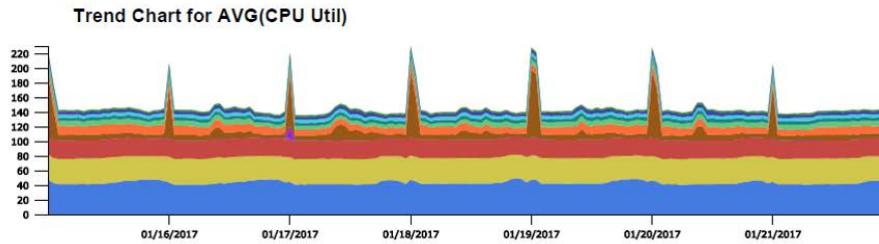
Best Practice Review
Bi-annual review that includes software/ firmware version checks, consistency across devices, depreciated commands, and technology road map planning for your environment

Proactive Managed Services Checks and Reporting

Proactive monitoring and validation checks are performed on a weekly, monthly and quarterly basis. These proactive checks include, but are not limited to: CPU, memory, in/out interface, disk capacity, error logs, storage arrays, nodes, unsaved running configurations, and more.

Trend Chart for AVG(CPU Util)

Bar Chart for AVG(CPU Util)

MS Tickets Opened vs Closed This Month to Last Month

MS Tickets by Type for Previous Month - Pie

- Tickets Opened Previous Month
- Tickets Closed Previous Month
- Tickets Opened Current Month
- Tickets Closed Current Month

- Data Center
- Networking
- Security

Reactive Response Times

P1 - 1 hour response
Critical business impact - requires customer to call
support team

P2 - 4 hour response
Larger impacts on business, affecting not individuals,
*but groups of people*

P3 - 24 hour response *Moves, adds, changes (MACs), and everyday requests*

Communication
LookingPoint strives to provide the highest quality of support. We provide complete visibility of your infrastructure via consistent communication, including:

- Service reports to summarize open requests and status
- Device monitoring reports
- Proactive activity reporting
- Updates on each open service request
- Regular meetings to discuss open requests

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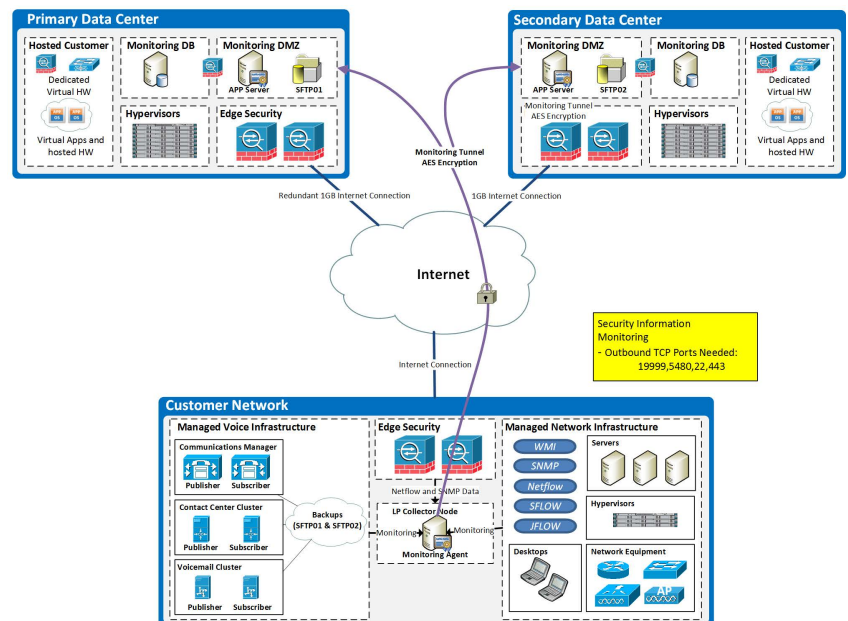
Get Started Today with Next Care. Call us at **925-566-3480** or email us at **sales@lookingpoint.com** and our IT experts can help you design the Next Care plan that is best for your IT environment and your company.