Managed IT

What is Managed IT?

OSIbeyond's Managed IT services are a comprehensive solution for the support and management of an organization's technology operations. Managed IT addresses everything from end user helpdesk support, to network management, and product procurement. As an end-to-end solution provider, OSIbeyond is able to completely manage your organization's IT operation. Alternatively, certain portions of the Managed IT services can be retained within your existing IT department. The flexibility built in to OSIbeyond's service model allows your organization to utilize Managed IT services in the scope that best fits your in-house resources.

Subscription Plan vs. Retainer Plan

The subscription plan provides your organization with unlimited remote, onsite, or after-hours support and is based on a per user per month fixed fee model. The total monthly fee is calculated based on the number of active users (employees) at the time of contract signing. Even if your user count fluctuates up or down the monthly fee will remain the same until the next contract renewal, when it is re-evaluated. This plan is appropriate for organizations that do not have in-house IT resources, require a high volume of support, or prefer monthly costs to remain constant. This model provides peace of mind through fixed, predictable budgeting.

However, the needs of every organization are different, therefore OSIbeyond also offers flexible retainer based plans that are appropriate for the needs and budget of your organization. Each month the base retainer fee is replenished and support hours are deducted against the retainer funds based on actual usage in 15 minute increments. Any remainder funds at the end of each month will rollover month to month for up to 12 months. This model provides the flexibility to pay for what you use and to carry over unused funds. It is typically the most cost effective option for organizations that will maintain some IT support capability in house.

Helpdesk Support

OSIbeyond provides complete helpdesk support to your organization, whether it is remote, onsite, or afterhours, OSIbeyond's helpdesk can be contacted by phone or email. During business hours, your staff can directly call the OSIbeyond helpdesk for urgent issues and receive immediate assistance by phone/remote session, there is no hold time or call back. For routine issues a support request can be emailed to the OSIbeyond helpdesk, which will be responded to within 2 hours. If necessary, an engineer will be dispatched to your office for any issues that cannot be resolved remotely. Specific onsite support can also be requested ahead of time if desired.

Outside of business hours, urgent support requests can be made by calling the OSIbeyond afterhours helpdesk, where an on-call engineer will respond within 2 hours. For routine issues outside of business hours, a support request can be emailed to the OSIbeyond helpdesk which will be responded to the next business day.

By providing flexible methods of requesting support, OSIbeyond will ensure that your organization receives the appropriate level of assistance when necessary.

Augmentation Support

For organizations requiring dedicated onsite support on a predetermined schedule, OSIbeyond provides full augmentation support services. Your organization will be assigned a primary engineer who will be onsite at your office on a set schedule. The onsite engineer will be the primary point of contact and will address all support issues during onsite visits.

A secondary engineer will also be assigned to your organization as the backup for the primary engineer to provide coverage should the primary engineer be unavailable. Finally, a Sr. Engineer will be assigned as the technical lead for your organization and will oversee all support requests and provide escalation support to the other engineers.

Any support requests outside of the dedicated onsite support will be handled by OSIbeyond's helpdesk. By combining Augmentation Support with Managed IT services, OSIbeyond ensures that your organization receives complete coverage.

Network Management

As part of the Managed IT Services OSIbeyond provides complete network operational management. This includes proactive 24x7 monitoring of all production systems, monthly maintenance and patching of servers, daily verifications of backup logs, documentation and standard operating procedure development, technology lifecycle and asset management, antivirus and anti-spam management, server and network administration, telephony management, and hardware/software procurement.

While network management consists of a comprehensive scope of work, it is not limited to the aforementioned tasks. OSIbeyond will tailor services to the specific needs of your organization, to ensure all aspects of your IT operations are addressed.

Application Management

OSIbeyond provides application management including support of Drupal, WordPress, Joomla, and SharePoint websites. OSIbeyond will serve as the technology liaison for your organization and directly work with your preferred software vendor for AMS, CMS, and Finance applications to resolve issues, preserving valuable time for your staff to focus on their core responsibilities.

Product Procurement

As a premier partner with leading manufacturers such as Dell, Cisco, and Microsoft, OSIbeyond is able to leverage its relationships and offer hardware and software products at a competitive price. Furthermore, by procuring products through OSIbeyond, your organization realizes the following benefits:

- Assurance that the correct product is selected and configured properly prior to procurement.
- Streamlined procurement, delivery, and installation process all handled by OSIbeyond from start to finish.
- Inventory and asset management is handled by OSIbeyond ensuring that new products are properly documented for lifecycle management.
- Convenient invoicing as part of monthly services with OSIbeyond, with NET 30 payment terms. Or, eliminate upfront costs altogether by procuring hardware through OSIbeyond's subscription based Equipment Lifecycle Management service for a low monthly fee.

OSIbeyond facilitates the product procurement process and simplifies IT operational management for your organization.

Interested in Learning More?

Contact Us