



**managed  
services**

THE SUCCESS OF YOUR BUSINESS RELIES IN THE  
CORRECT MANAGEMENT OF YOUR INFORMATION

**VAMOS AL  
FUTURO**





# WE MANAGE IT SERVICES THROUGH OUR CERTIFIED EXPERTS

We provide safe environments based on processes, technology, and infrastructure so as to ensure the continuity of your business. We have extensive experience in high complexity IT services.







## SERVICE DESK SOLUTIONS

Our experts are highly qualified to be part of our client's operation and technical support. Our experts are an extension of your company in order to provide attention, support and monitoring services, or processes related to your IT operation.

## DEDICATED SERVICE DESK

We attend to your requirements by following the processes of registration, attention, alerting, escalation, closing of events, requests and incidents according to the requirements needed by your company.

## MANAGED MONITORING SERVICES

We provide the IT infrastructure monitoring service your business needs. Let our experts help you review the health of your platforms, events report, performance analysis, and changes recommendation by anticipating failures.



# **BUSINESS SOLUTIONS ADMINISTRATION SERVICES**

We are specialists in developing IT strategies for different industries while integrating SAP solutions from private, hybrid and public Clouds.

## **EVALUATION SERVICES FOR SAP / HANA**

We evaluate and understand the critical processes of our clients through our best practices by identifying the stage of the transformation process and prioritizing the operational continuity of the business.

Our services provide extra value, innovation, and profitability for your IT and E2E business processes for SAP and HANA.



### MIGRATION SERVICES TO SAP / HANA

We help our clients to generate SAP / HANA Cloud migration strategies with the best business practices and the lowest risk. These strategies are supported by our certified experts.

We have alliances with the most recognized and important manufacturers and consultants in the world. These alliances allow us to provide the best service to our clients by ensuring a transparent transition for your business.



### SAP/HANA OPERATIONAL CONTINUITY SERVICES

We offer specialized and certified services for SAP / HANA and SAP NetWeaver Operating Platform Administration systems. We give operational continuity to the services so that they work correctly, always optimally.

Our Basis specialists are responsible for the integrity of any SAP / HANA system. They install, maintain and update all systems, including tasks such as information backups of all models implemented for your business processes.

We are the main SAP Partner in Mexico and Latin America of managed services in the Cloud model. We operate different SAP / HANA solutions in our Data Centers.





## ADMINISTRATION DATA SERVICES

Our data management services allow us to store, protect and process our clients' data in order to reduce costs and risks that are associated with the loss of the information. We always guarantee data availability.

## STORAGE MANAGEMENT SERVICE

We have experience in managing high volumes of storage through certified experts in the main brands of the market. We help our clients by ensuring the accessibility and consistency of their information.

## BACK UP MANAGEMENT SERVICE

Our extensive experience in data protection for public and private sectors provides our customers and their businesses a safe environment in order to take care of what matters the most to them: their information.



# DATA BASE ADMINISTRATION

## DATA BASE ADMINISTRATION SERVICE

We maintain a high performance of the databases through proactive and automated management to keep the availability and accessibility to the client information.

We have the most robust staff of engineers and the highest certifications in the main database operators. We cover every need in the industry.







# COMPUTER ADMINISTRATION SERVICES

Thanks to the management of operating systems we offer, companies of any size or sector can be benefited from cost reduction in order to have better use of computing services.

## OPERATING SYSTEMS ADMINISTRATION

We have certified specialists and administration experience of mission-critical operating systems, whether they are in physical or virtual environments, on Intel and Power platforms, no matter the location of your business. We are ruled by processes and standards that guarantee high availability, updating and security for our customers' computer systems.







# NETWORK ADMINISTRATION SERVICES

We offer network infrastructure management services for any sort of business. Any activity related to the management and administration of data networks can fall under our responsibility.

## MANAGED NETWORK SERVICES

We have the best practices and certified specialists in order to provide the managed service of network equipment (routers, switches, and balancers). Thus, our clients can reduce their operating costs without worrying about training their staff or developing an operational practice, this way they reduce risks and forget about network problems so as to get total focus on their business.

You can choose between our service schemes by device or our dedicated staff.



## INTERCONNECTION SERVICES ADMINISTRATION

We support the integration of different infrastructures and providers in the same network, whether they are internet links, data links or connections to the public and private Cloud. We are the only contact for the management of incidences with other providers' services. We offer support in the selection of the best provider your business needs.





## CERTIFICATIONS



At KIO Managed Services we have personnel certified in the main technologies of the market. We are aligned with the best practices and the most used frameworks in the industry. Thus, we can guarantee the continuity of your services.







THE FUTURE IS OURS

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