

I&O Services by Calance

Fire your vendors. Hire a strategic partner.

Calance prides itself on being a partner rather than just another vendor. To us, being a partner means understanding your business objectives, not just your technology environment. By doing this we can offer customizable service bundles that meet your evolving business needs.



Round-the-Clock Support

24x7x365 support to maximize efficiency and flexibility.



Global Resources

Hybrid options for maximized value.

Primary Functions

Service Desk
Application Management
Dedicated Support
ITIL Based Delivery

Infrastructure Managed Service
Regulatory Requirements
Disaster Proof Service
Reporting

The Calance Way

Calance prides itself on having top notch customer service and adaptability. Our I&O team delivers solutions that match your ongoing business needs. Our team will work with you for efficient resource allocation and increased ROI. Whether you need a team for the long-term, or just for small projects, Calance will deliver the highest value option.



Service Desk

Receive personalized 24x7x365 technology & application support services. In addition to achieving high issue resolutions rates, we also provide clients with information & insights to help reduce calls & enable self-service support options.

Application Management

Application monitoring, break/fix support, minor enhancements, preventative maintenance & third level support services for a wide range of COTS, custom built legacy, web & mobile, & Microsoft applications.

Infrastructure Managed Service

A comprehensive set of ITIL-based infrastructure management services with a hybrid of US & off-shore team members to monitor, manage, & support your infrastructure whether on-premise, in the cloud, or in our facility.

Regulatory Requirements

Ensure co-creation of value across the entire organization with legal and regulatory requirements in mind.

Dedicated Support

Dedicated Account Manager with the option of personalized service desk options. Your Account Manager will make sure your Service Level Agreements (SLAs) are competitive and meeting your service delivery needs.

Disaster Proof Service

Calance has made its managed service offering disaster proof, meaning it is prepared to handle all types of disaster scenarios. With a robust disaster recovery plan and recover point objections, comprehensive plans are always in place. This includes backup recovery, organization of data, short to long term planning, data backup methods, and more.

ITIL Based Delivery

Managed Services based on ITIL v4 for optimized delivery with a focus on continuous improvement and KPIs, digital and process transformation, business process management, and more. ITSM driven process and ITIL focused service that is focused on people, process, partners, and technology.

Reporting

Continuous reporting that provides knowledgeable insights in tracking of KPIs to improve training opportunities and reduce calls and tickets overtime. This will allow your systems to continuously optimize for only what you need.

At Calance We:

- Focus on empowering stakeholders towards deeper collaboration and engagement
- Maximize value through quality of service and cost efficiency
- Follow best practices and competitive Service Level Agreements (SLAs)
- Create custom solutions to meet your needs
- Make customer service our top priority