PIVOT
TECHNOLOGY SERVICES

IT Operations as a Service

IT infrastructure environments need to adapt to a growing number of mission-critical applications, increasing service levels and fast-changing business requirements. Pivot's Technology Services for IT Operations Service (ITOaaS) is designed to enhance and extend the capabilities of your IT team. Rather than spending the majority of their time on day-to-day operational challenges, your team can focus on providing business value. Our ITOaaS connects to the technologies you already have, which means no more struggling to manage multiple, disparate toolsets.

A service delivery model based on standardized, repeatable and scalable response to your operational challenges forms the foundation of Pivot's IT Operations Service. Pivot leverages industry best practices and deep technical in-house knowledge to help you dramatically reduce IT outages, improve time to resolution and maximize the value of your IT investments.

Choose Different It Service Levels to Manage Specific IT Areas

Pivot ITOaaS is a per device, Software as a Service (SaaS)-based solution with an affordable, predictable monthly cost. We designed our offering to be flexible with your unique business needs, allowing you to mix and match service levels for different parts of your infrastructure. For example, choose "Aid" for servers, and choose "Manage" for switches and routers.

Smart Escalate

Pivot on boards your environment and monitors your infrastructure 24x7, filtering out noise and forwarding your IT department actionable alerts.

Great for: Organizations that need to shift IT's time from responding to false alarms to focusing on solving problems.

Aid

All the benefits of Smart Escalate plus patching and problem remediation, using standard operating procedures. Pivot works collaboratively with your IT team to bring problems to resolution.

Great for: Organizations that need their IT team to work on a balance of problem remediation and strategic IT initiatives.

Manage

Pivot enables the IT Operations Service on your environment, tuned to your unique business and technology parameters, and then monitors, manages and remediates your entire infrastructure (physical, virtual and cloud) for you, triaging and resolving all issues behind the scenes.

Great for: Organizations that need their internal IT team completely free to focus on driving business value through high priority, strategic IT initiatives.

Pivot ITOaaS

Managed services solution designed for complex IT environments and fast-changing business requirements. IT Operations as a Service is an extension of your team that immediately matures your operational capabilities so IT can focus on business priorities.

Manage Physical Resources
Servers, backup platforms, uninterruptible power supplies (UPSs), VoIP systems, switches, routers, firewalls and storage platforms

Manage Virtual Resources
Your entire virtual infrastructure and application stack, along with on-premise private cloud environments

Manage Cloud Resources
Virtual environments and applications located in any cloud-based resources (e.g., Amazon, Rackspace) directly from the IT Operations Portal, rather than logging into multiple systems

Service Elements

Secure Access
Time-bound, role-based access can be customized for each person or department. And outside consultants/ engineers can access specific systems at set times in a secure manner without the need to manage complex virtual private networks (VPNs).

Reporting and Performance Analysis
Customizable reporting templates give you the power to create reports that CIOs and senior leadership want to see. Your IT team will spend less time retrieving data from disparate systems and more time pushing forward on strategic initiatives.

Monitoring and Alerting
Stop switching between four or five different proprietary systems – each monitoring a silo within your IT infrastructure. Start using one consolidated view to manage all alerts across your physical, virtual and cloud environment.

Session Recording Capabilities
Pinpoint the exact origin of system issues for faster resolution and less downtime. Pivot's session recording capabilities allow you to see who logged in, when and from where, and view every action by keystroke.

Patching
Automatically scan for missing patches and push out system and firmware updates to Windows, specific applications (e.g., SQL, Exchange), other operating systems (e.g., Linux) and physical devices (e.g., routers, switches, firewalls).

Cloud Service Provider Management
Unlike cloud service providers that introduce inconsistent visibility across your environment, Pivot enables you to keep your cloud service under control with detailed, real-time, accurate performance data to ensure full visibility into cloud workloads.

Service Delivery Management
Our Service Delivery Managers review any outstanding issues, future initiatives, service and system performance trends and overall engagement health in order to regularly communicate that information to you on a daily, weekly, monthly and quarterly basis.

Full Remediation and Root Cause Analysis
Too often issues are resolved, but the underlying reason for the outage is left to speculation. We don't stop with restoring infrastructure to service; we drill down into the "why" and reduce the opportunity for recurring problems.

Service Requests (IMACs)
Stop paying for ad hoc requests to use the technology you already invested in. "Carving LUNs", "migrating VMs", "updating ACLs", and other service requests are just a few of the daily activities we perform. Free up your team's time and utilize us to execute changes, updates, reconfigurations or anything else your business requires. We work 24x7 so you don't have to.

Why PTS?

Pivot, through its portfolio companies, designs, sells, integrates and supports IT solutions—including hardware, maintenance and support— engaging clients in all aspects of their IT Lifecycle Management.

Data Center

Collaboration

Managed Services & IT Operations

Cloud

Application Infrastructure Solutions

Why Pivot Technology Solutions?

Vision
Our experience designing and integrating enterprise data center solutions gives our clients access to skills and expertise beyond their in-house IT teams and traditional resellers.

Execution
Our highly-trained professional services team configures and implements complex projects with hardware and software from multiple vendors and suppliers.

Operations
Our managed services team removes the burden of managing specific IT resources, allowing in-house IT teams to focus on more strategic initiatives.

Expertise
Our unmatched technical expertise has been developed via investments in training, certification and technologies.

Proof
Our extensive lab and equipment pool is available for proof-of-concept development and "try before you buy" demonstrations.

A PIVOT TECHNOLOGY SERVICES OFFERING