



IT'S ABOUT PEACE OF MIND



With constantly changing technology, stiffer deadlines, tighter budgets, and smaller teams, technology professionals are stretched thin to meet the demands of their companies. That's where Mindsight comes in. We want to help technology professionals, like yourself, focus on high priority items, while we take care of the essentials. Through our managed services practice, Mindsight can help your organization implement new technologies faster, leverage the experience of top tier engineering talent, and minimize the risk of failure or error in your data center.

Mindsight understands that every company is different and requires different levels of support. In response, our managed services agreements are completely flexible and customizable. Whether you need simple monitoring for a single application or management for your entire data center, Mindsight is ready to help you reach your goals.

Read What Our Customers Are Saying

Our clients have given very positive feedback on the B2B and cloud provider review website, Clutch.co.* Below are just some of the quotes our clients have provided:

"Of all our managed service providers, Mindsight was the most responsive and came to the table with very creative solutions to our problems."

"We were very impressed with Mindsight's level of knowledge and with their communication. They could always explain a problem or solution in terms everyone could understand easily."

"Mindsight wanted to learn about who we were and what we were doing before sitting down and proposing solutions."

"I can pick up the phone and call someone from Mindsight's senior management. We can talk everything over, which is important when dealing with larger support partners."

"They maintain very open communication and provide administrative support when needed. It's important that we're never left in the dark, and Mindsight would not let that happen, which is the support reliability we need."

Managed Services Methodology

Each managed services agreement includes two core aspects: monitoring and management.

Monitoring

Mindsight provides 24x7x365 alert monitoring for all of our managed services clients. Day or night, our team will instantly send an alert to your office so the right steps can be taken as soon as possible.

- Single point of contact
- 24x7 issue notification
- Environment monitoring
- Access to the Mindsight Monitoring Customer Portal
- Assessment of current environment with recommendations

Management

While monitoring exists in all managed services agreements, the level of management is flexible. If necessary, Mindsight is equipped and prepared to take over the complete management of a particular technology or even the entire data center. Alternatively, we can provide only the most minimal service or anything in between these two extremes.

- Break/fix activities
- Quality or performance issue diagnosis
- Coordination of hardware break/fix activities in conjunction with a 3rd party maintenance agreement
- Routine device configuration backups

Managed Service Areas

Mindsight offers managed services agreements for any of the four technology areas below:

Remote Monitoring and Management

Mindsight's Remote Monitoring and Management offering manages your storage, servers, hypervisors, network, and applications. If it is part of or supported by your data center, Mindsight can provide alert monitoring and ongoing maintenance.

Collaboration and Contact Center

Mindsight Managed Collaboration and Contact Center will manage your unified communications, collaboration, and/or contact center environments, so you can dedicate resources to other priorities. With our Cisco Master Collaboration certification, you can be confident that our engineers will manage your environment accurately and efficiently.

Cloud Infrastructure as a Service

Cloud environments can benefit from the same form of monitoring and management conducted in on-premise data centers. Whether a few applications or your entire environment, let Mindsight keep your cloud-hosted applications and systems in order and performing as expected.

Backup and Disaster Recovery

Mindsight Managed Backup and Disaster Recovery Services can be leveraged as a reliable safety net for your environment. Our engineers will oversee, manage, and regularly test your backup solution to ensure your backups are ready at a moment's notice. Furthermore, our team can design and maintain a full disaster recovery strategy. If the worst were to occur, a Mindsight managed services agreement would be an invaluable ally in responding to the crisis.

Let Us Know What You Need

If you have a need for managed services and the item is not listed here, or you need a more customized solution, please contact us today. We will make sure that you are connected with one of Mindsight's Managed Services engineering experts.

Contact Mindsight today at www.gomindsight.com/contact-us

About Mindsight

Mindsight is a technology consulting firm that provides thoughtfully-crafted and thoroughly-vetted perspectives—not simply “canned” solutions—to our clients' toughest technology challenges. Mindsight's recommendations come from its experienced and talented team, and are based on a solid understanding of its clients' unique business and technology challenges. Mindsight believes in being transparent and candid, which means more productive interactions and less pretense. The company provides the best thinking to achieve the best result. When you need a different point of view, you can count on Mindsight.



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