

IMPROVE NETWORK AND SERVER RELIABILITY TO ELIMINATE DOWNTIME RISKS.

**FIVE REASONS
MONITORING AND MANAGEMENT + HELP DESK
CAN MAKE UPTIME MORE DEPENDABLE.**



Take advantage of multiple service levels to meet your needs.

"I need a customized monitoring and management solution that supports specific devices at certain SLAs."

Monitoring and Management with Magna5 has four service levels so you can find the right level of service to reduce business costs and system disruptions – all while improving system performance and network reliability.

- ▶ **24/7/365 Monitoring** – We proactively monitor network and device performance, uptime and connectivity, and provide ticket portal access and notification for critical issues. Basic service includes 24/7 monitoring, connectivity monitoring, performance monitoring and usage reports. Upgrade options include hardware, anti-virus, backup, application and event log monitoring, VPN monitoring, ISP issue notification and escalation, and monthly service review meetings.
- ▶ **Server Maintenance** – We ensure high network efficiency by regularly keeping servers updated and running smoothly. Service includes 24/7 monitoring, patch management, issue remediation and monthly service review meetings.
- ▶ **IT Support** – Outside of our basic monitoring service, we provide vendor management, windows patches, firmware updates, self-healing/remediation and other day-to-day tasks required by IT staff.
- ▶ **On-Demand IT Services** – For planned or unplanned situations, such as projects falling behind, skill set gaps, or complex issues, we're available to provide a burst of IT expertise when and where you need it.

Reduce network and server downtime events.

"I need to minimize costly unplanned downtime events caused by network issues."

Monitoring and Management with Magna5 drastically reduces the frequency of downtime events and protects uptime and availability. We focus on preventative network and infrastructure maintenance to proactively remediate small-scale issues that, if left unattended, could cause system-wide downtime.

- ▶ **Support for All Your Devices** – Monitoring agents are installed on servers, routers, firewalls, switches and applications to correlate data and alert the Operations Center when monitored devices dip below health and performance baselines.
- ▶ **Real-time Monitoring** – Proactive monitoring detects minor issues in real-time before they become large problems that could result in data loss, costly remediation and hours of downtime.
- ▶ **24/7/365 Remediation** – Engineers in our Operations Center validate the alert from false positives and quickly resolve the issue, no matter the depth or severity, to reduce service interruption.
- ▶ **Eliminate Unplanned Downtime** – Full network visibility into the health and performance of devices allows organizations to extend the life of devices with improved performance, as well as know when a device will need replacement before a failure occurs.

Proactive maintenance for “always on” operations.

“I need to guarantee 24/7/365 operations for my office locations across the globe.”

Monitoring and Management with Magna5 assures organizations achieve “always-on” high-availability and can conduct business 24/7/365. Granular IT environment visibility allows us to eliminate issues across your network quickly and efficiently to increase network performance.

- ▶ **Single-Pane-Of-Glass Visibility** – Monitoring and management delivers wide-spread visibility into devices located on the network, giving us insight into daily functions, security, performance and health. Easily locate issues proactively and shrink time to resolution
- ▶ **Proactive Versus Reactive** – Proactive support optimizes network performance and makes uptime more predictable, so you never walk into work with a surprise downtime situation.
- ▶ **Stay Up To Date** – Integrates patch management into your monitoring and management solution to keep systems up-to-date and protected from bugs and security risks to reduce security downtime events.
- ▶ **Security Integration** – Integrates certain anti-virus security tools to the platform so the Operations Center can be alerted in real-time on emerging malware and threats on devices.
- ▶ **Remotely Monitored** – Magna5 can remotely monitor devices and networks at all geographically dispersed office locations to achieve “always-on” operations. Employees, no matter their time zone, will have seamless operations to increase end-user productivity.

Enjoy 24/7/365 Operations Center assistance.

"I need 24/7/365 support on tedious tasks so my internal staff can focus on revenue-generating projects."

Monitoring and Management and Help Desk with Magna5 are backed by a fully accessible, U.S.-based Operations Center, available 24/7/365. Our trained and certified engineers are keeping a careful watch on your network operations and answering help desk calls to guarantee uptime and seamless operations.



24/7/365 Days a Year

Alerts are monitored and remediated by the Magna5 Operations Center day and night, weekends and holidays or can be customized to the needs of your organization.



A Fraction of the Cost

Magna5 acts as an extension of your internal team so your high-valued technicians can focus on revenue-generating projects.



U.S.-Based Ops

The Magna5 Operations Center is located in Pittsburgh, PA. We recruit from technical institutions and colleges for highly trained and knowledgeable support.



Certified and Trained

We hire best-in-class engineers that are certified in the most recent technologies. They support hundreds of end-user incidents every day, making themselves familiar with the most obscure issues.

Help desk support for end-user issues.

"I need end-user help desk support for multiple locations that don't have on-site IT personnel."

Help Desk with Magna5 resolves end-user IT problems, day or night, with a friendly voice via toll-free number, email or chat. Our engineers will treat you with respect and address your issues using terminology you can understand.

- ▶ **Commitment to Resolve Customer Issues** – Whether needing a password reset or account unlock, our trained and certified technicians take accountability of your issue and move quickly to resolve the problem.
- ▶ **Quick Access to Tier1 and Tier 2 Support** – When you contact our help desk, you'll be routed to a technician most knowledgeable with your problem, not just someone to take the call.
- ▶ **Controlled Costs** – Services are pre-billed at a monthly rate for predictable costs. If calls exceed contracted hours, the overage time is billed based on the actual overage hours at the end of the month.
- ▶ **Mainstream System Support** – Our Help Desk Services can support a wide range of mainstream operating systems and applications – Microsoft Windows, Office 365, Office Suite, iOS, Android, Blackberry, Windows Mobile and more.
- ▶ **Custom Application Support** – We will work with you to gather documentation and create a training program for our engineers to ensure we can solve all issues specific to your situation.

Why Magna5?

✓ **24/7/365 Management**

Available 24/7/365 to respond to alerts and support customer issues to provide dependable network uptime.

✓ **Leading Technology**

Magna5 cloud technologies, best-in-class monitoring tools and partnerships ensure unparalleled visibility into your infrastructure to deliver network and server performance.

✓ **Outstanding Technical Support**

Quick response to your IT problems, day or night. Our engineers are continually trained and certified in the most recent technologies.

✓ **Boutique Customer Service**

We are proud to offer you a high-touch, boutique approach to service, delivery and support.

✓ **Expert Onboarding**

Customized, full-solution design, installation and training provided with each deployment.

✓ **Single Vendor**

Managed services, WAN and voice solutions from one trusted provider.



Magna5 is a nationwide provider of managed IT, voice and connectivity solutions. We provide value to customers by bringing together enterprise-class platforms from leading vendors and a 24/7/365 fully managed Operations Center. We work with private and public businesses of all sizes – from government agencies and manufacturing organizations to mid-market and large-scale operations. With more than two decades of experience in telecommunications and managed services, we make a difference for our clients using a unique boutique approach delivering targeted, strategic solutions that's right for their business.

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