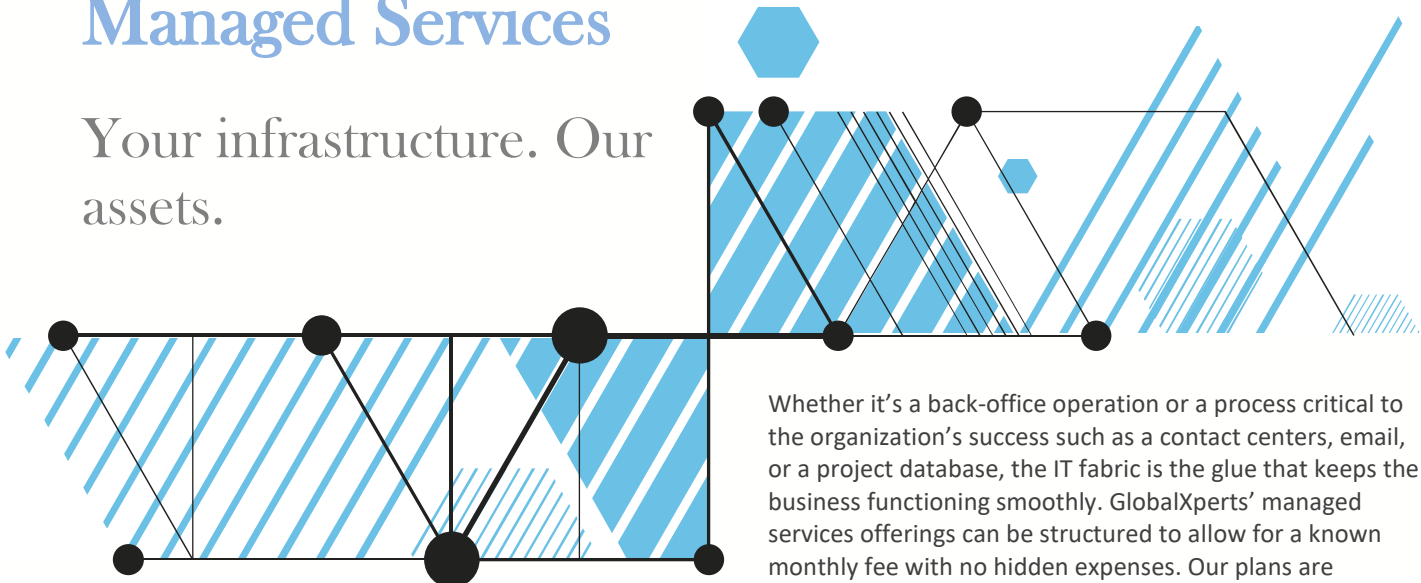


GlobalXperts offers full-service IT managed services that operates 24X7X365. Almost all their certified engineers have technical degrees, adhere to ITIL guidelines, and utilize industry leading network management tools.

## Managed Services

Your infrastructure. Our assets.



IT managers today must manage their enterprise but are also being asked to care more about controlling costs and doing their part in growing the business. GX can help you stay focused on your company's core strengths by allowing us to assist in managing your IT infrastructure.

Whether it's a back-office operation or a process critical to the organization's success such as a contact centers, email, or a project database, the IT fabric is the glue that keeps the business functioning smoothly. GlobalXperts' managed services offerings can be structured to allow for a known monthly fee with no hidden expenses. Our plans are customized to ensure that our customers get the services they need at the best possible price.

### Co-Management

This managed services approach, essentially states that both GlobalXperts and the customer share managed services tasks. In this case, the customer could be an organization, or it could be another services provider that we partner with. Dividing the managed services workload can take almost any form. For instance, GlobalXperts might assume total responsibility for all MACDs, and the customer would handle the rest. Or GlobalXperts might be responsible for all levels of services (Level 1 through Level III experts) for the dark hours and weekends and the customer assumes the daytime tasks. Both companies use the same network management software (NMS) allowing real-time ticket visibility for either entity.

### Outsourcing

This approach entrusts GlobalXperts with responsibility for managing all aspects of the customer's IT infrastructure from the help desk, proactive monitoring, problem resolution, network administration, vendor management and reporting. As with the Co-Management offering above, we would execute our tasks according to the SLA and the customer would have real-time visibility into all tickets being processed.



From our 24X7 Remote NOC, our team of experts will proactively monitor your IT infrastructure including critical network components such as servers, applications, firewalls, switches, and routers to identify issues and harmful trends before they become hard failures.

Our managed services solution for IT Infrastructure is scalable for both SMB and Enterprise customers and is designed for the everchanging IT environments that today's businesses have come to expect. GlobalXperts IT Management as a Service offers business leaders best-in-class engineers, a world class Remote Network Operations Center (RNOC) that utilizes specialized helpdesk and NMS tools as a positive addition to their technical resources. Our team provides:

- ✓ Proactive 24x7 monitoring and alert remediation
- ✓ Service desk and ticket management
- ✓ Problem resolution and escalation
- ✓ Vendor/ISP management
- ✓ Flat monthly rate price structure
- ✓ Single pane of glass view of device status
- ✓ Change and patch management
- ✓ Root cause analysis
- ✓ ITIL framework for delivery and support of IT services
- ✓ Network configuration
- ✓ Four-hour response for onsite support available
- ✓ Status and performance reporting



## ABOUT GLOBALXPERTS

GlobalXperts specializes in IT infrastructure solutions. We offer both Managed IT Services and Professional IT Services to our customers. Our IT experts are available around-the-clock from our 24X7 RNOC and have a deep understanding of networking architectures including Data Center, Cloud solutions, Collaboration, Security, Wireless and from edge to core within the enterprise. Partnerships with Microsoft, VMware, Arista, EMC, Oracle, NetApp to name a few fuel our professional services initiatives.

[www.globalxperts.net](http://www.globalxperts.net)  
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