

MANAGED SERVICES

VMS - VOX MANAGED SERVICES



We help you prosper.

INTRODUCTION

VOX provides a broad range of managed services solutions that compliment each of our technology practice areas: Contact Center, Collaboration and Network. By subscribing to one of our customized programs, your organization will:

- 1) Improve focus of critical internal IT resources
- 2) Lower Total Cost of Ownership (TCO) of IT infrastructure
- 3) Leverage expert-level resources for specific technologies
- 4) Gain cost predictability
- 5) Improve IT infrastructure performance and reliability

A SUPERIOR EXPERIENCE

In addition to our state-of-the-art client web portal, brilliant engineers, ITIL-aligned service delivery model, redundant NOCs and broad offering of value-added consultative services, we will appreciate and care for your business. We believe in robust relationships and high-touch service and each of our Managed Services clients have a Service Delivery Manager inside VOX! These advocates exist to ensure your peace of mind and to proactively oversee the day-to-day operations..

MANAGED SERVICES

- ➔ Incident & Problem Mgmt
- ➔ Enhanced Monitoring
- ➔ Patch Management
- ➔ System Administration
- ➔ Service Management
- ➔ Consulting

CONTACT US

(877) 869-8111

VOXNS.COM

TECHNOLOGY PLATFORMS



ON-PREM



CLOUD



HYBRID



XaaS

VOX MANAGED SERVICES

Onsite Resources Available



INCIDENT & PROBLEM MANAGEMENT

Service Desk / Portal
Triage / Troubleshoot
Vendor Agency
Root Cause



ENHANCED MONITORING

Enhanced Reporting
Dashboards
Quality of Service



PATCH MANAGEMENT

Firmware
Service Patches
Security Patches
Life-Cycle Releases



SYSTEM ADMINISTRATION

System Tuning
Backups
Trend / Capacity
Product Life-Cycle / EOL



SERVICE MANAGEMENT

Change Management
Service / Business Reviews
Escalations
SDM



CONSULTING

Online, Interactive Training	Business Strategy Analysis
Virtual CSO	Process/Financial Consulting (vPOP)
Cyber Threat Scan	Assessments / Benchmarking
Adoption Review & Strategy	System Audits