

# IT AS A SERVICE

Your business requires efficient, responsive IT services to keep running at the top of your game and gaining competitive advantage. Astadia's IT as a Service (ITaaS) leverages the skills and capabilities of dedicated technical and business professionals to monitor, manage, and maintain your IT infrastructure, support your end users, secure your information, recover from disasters, and enable your business objectives.

With Astadia's ITaaS our client organizations focus on driving business initiatives and building competitive advantage, rather than using highly skilled IT resources for basic, yet critical, infrastructure services. ITaaS changes your operational models, facilitating service-oriented processes, and providing IT alignment with your business. ITaaS utilizes Astadia's 20+ year Managed Service experience to consistently deliver the highest quality of service to our customers and end users.

Our Virtual CIO (vCIO) works closely with your C-level team, dedicated to understanding your business needs and providing you with a trusted advisor for expanding capabilities, lowering cost, and delivering reliable state of the art services. In short, your vCIO drives value and maximizes return on investments for your business.

Astadia's ITaaS covers a wide range of capabilities to ensure your company's core services can be supported under a single solution. The following capabilities are included in the Astadia ITaaS offering:

- Virtual CIO
- Support Services
- Monitoring & Management
- End User support
- Application Monitoring
- Configuration Management
- Security Services
- Cloud Optimization
- Backup and Restore

## The ITaaS Solutions Process

Astadia experts follow ITIL methodologies within our operational processes to deliver reliable, standards-based solutions

for corporate IT service through a tiered support structure. Starting with an on-site assessment, Astadia works in partnership with your IT team and end users, to transition your IT services to a new operational model. Astadia's Network Command Center in Jacksonville, Florida hosts a team of engineers focused on supporting your company, and integrating a robust best-in-breed tool kit to carefully monitor and administer your IT infrastructure, end user services and applications. Astadia's Continuous Improvement Methodology allows us to report, monitor, analyze, and optimize our service delivery for you.

Our skilled engineers and technicians are highly motivated and deliver excellent customer service using their in-depth knowledge of the technology and processes you use.

## ITaaS Solutions Safety and Security

As an ISO 12001 certified vendor, Astadia's security process is embedded throughout all aspects of our procedures and policies. ISO standards are embedded in our operations, providing comprehensive governance to ensure security and compliance with industry regulations and internet security best practices.

## ITaaS Solutions Deliverables

Your VCIO and dedicated team, diligently work implementing discovery, assessment, and integration processes for your environment and end users. Astadia delivers standard and consistent service methodologies, using a flexible, agile, approach which builds a seamless integrated team with your business priorities as the focus. The Astadia Managed Service team provides regular reports that keep you informed and in charge of your IT services. We focus on continual improvements in service operations and process, and strive to deliver exceptional results and exceed your expectations.

## Astadia's ITaaS packaged offering

The following service features and capabilities are delivered as part of Astadia's ITaaS offering. Recognizing that each customer has a unique IT environment, Astadia uses the discovery and assessment process to customize your individual ITaaS solution.

### Virtual CIO

The VCIO consults with your C-level team, as a trusted advisor; reviewing your issues, and providing leadership and consulting on IT capabilities that can help drive your business initiatives

### IT Support Service

A dedicated support number for your business allows for routing of challenges, from troubleshooting to resolution, for all subscribed users, through Astadia's Helpdesk Staff within the Client's system.

### Monitoring & Management

Astadia seamlessly provides coverage to your data center to detect and resolve issues before they impact your business. Astadia will facilitate the operability of customer servers, storage, routers and switches via system and configuration updates. Monitoring and notification tools check the status of your data center and let you know if any issues need to be addressed

### End User

Astadia will manage your desktop/laptop environment to include: OS patching, Anti-Virus patching and updates.

### Configuration Management

All IT-purposed electronically discoverable hardware and software for subscribed sites, servers, and users will be documented and updated in an account run-book

## Security

Astadia uses a Defense-in-Depth methodology to secure your digital assets and meet your specific certification and security requirements. You receive multiple layers of defense, and Astadia will quickly identify and remediate risk before your systems are breached.

## Cloud Services

Astadia provides actionable insights and recommendations on cost and performance for all accounts to ensure your cloud configuration is always right-sized and right-priced for the current situation.

## Backup

Astadia utilizes Azure Site recovery, a simple and cost-effective backup as a services (BaaS) solution, giving you trusted tools on-premises with rich and powerful engines in the cloud. It delivers strong protection for customer data wherever it resides—in your datacenter, remote and branch offices, or the public cloud—while being sensitive to the unique requirements these scenarios pose

## Choose Astadia for your ITaaS Solutions

Astadia is a premier technology consultancy focused on maximizing the impact and minimizing the risks of today's blended enterprise and cloud ecosystem.

Over the past 20 years, we have successfully supported more than 120 customers. Our skills and experience with managed services, combined with our agility and proven results, make Astadia the best partner to provide your IT Service.

- Proven record of accomplishment
- Broad skill set and experience base
- Full services across the entire system life cycle
- Extended range of services and partners to meet your IT objectives