

A new solution for the IT support puzzle.

Get comprehensive 24x7 monitoring or management of critical IT system to improve service, assure reliability, and cut costs.

Solving the IT support puzzle can turn into a demanding challenge, especially when you need to assure reliable business performance of back-end applications and customer-facing web sites and portals.

But now all the pieces fall into place. Enhancing reliability, cutting costs, and ending complexity is no puzzle at all when you turn to FusionStorm.

With FusionStorm MS Xpress Remote Managed Services, you get the peace of mind of knowing that your IT assets — servers, networks, storage, software, and more — are professionally monitored and managed 24x7, all for one low fixed monthly fee regardless of location.

At FusionStorm, we make technology work.

As one of the leading pioneers in providing managed services and a founding member of the MSP Alliance, FusionStorm offers MS Xpress Remote Managed Services to provide an ideal solution for:

- **Keeping IT systems up and running** around the clock, while keeping costs low
- **Freeing up your IT teams** to work on serving customers and building your business
- **Monitoring all IT assets 24x7** according to specific service levels and escalation rules customized to your budget
- **Consulting with certified experts** on networks, storage, systems, databases, security, and more to meet today's needs, and plan for the future

The results? The right solution for putting all the pieces together — and solving the IT support puzzle once and for all.

Make technology work for you. Contact FusionStorm to learn how MS Xpress Remote Managed Services can provide the reliability and predictability you need for one fixed monthly fee.



Get more business value from *all* your technology.

Your stakeholders expect technology that runs flawlessly, yet you're also accountable for keeping a lid on costs.

With FusionStorm MS Xpress Remote Managed Services, you can rely on experts dedicated to maintaining and managing your technology and deliver enhanced business value through:

- **Around-the-clock monitoring** of critical systems and quick resolution when problems emerge
- **Predictable fixed costs and performance** even for customized deployments — with service level agreements available to meet virtually any need
- **Improved reliability** through our secure, state-of-the-art NOC, staffed 24x7 by trained experts who monitor and manage your IT systems
- **Enhanced compliance** to meet rigorous auditing requirements and security needs
- **Access to the best technology**, latest patches and upgrades, on-call experts, and a platform for continued maturity
- **Web-based customer portal** for reports and full visibility into your systems
- **A complete portfolio** of additional IT services including systems, storage, database, enterprise applications, networks, unified communications, security, compliance, and backup
- **And more...**

Complete support for a wide range of solutions and vendors:

Servers

- HP, IBM, Dell and generic Intel/AMD-based
- IBM Series p
- Sun SPARC and x64 (AMD, Intel)

Operating Systems

- Solaris, Windows, Linux, AIX and VMware

Storage and Backup

- EMC Clariion, Celera and Centera
- Hitachi Data Systems Modular and Enterprise Storage
- Sun Enterprise Storage
- Data Domain
- StorageTek and ADIC tape libraries
- Veritas NetBackup environments

Databases

- Oracle, including RAC clusters
- Microsoft SQL Server, including clusters
- MySQL, including clusters

Web, App and Messaging Software

- Apache, SunOne, Oracle, JBoss, WebLogic, WebSphere, PHP, Ruby, Microsoft .NET, IIS, Exchange, SharePoint, Advent Geneva, others

Network

- Cisco – most switches, routers, firewalls, IDS/IPS, gateways, VPN devices, load-balancers and generic SNMP network devices
- Juniper – Netscreen firewalls and SSL VPN
- Citrix – Netscaler
- Generic network devices (SNMP monitoring only)

Cisco Unified Communications

- Cisco Call Manger, Unity, MeetingPlace Express, Contact Center Express, Cisco Voice Gateways, more

Other

- URL, transaction and TCP/IP service monitoring
- WAN, MPLS and PSTN circuits
- Backup and replication
- Custom monitors for almost any requirement

Note: A monitoring-only service level may be available for some systems.

Q&A: FusionStorm MS Xpress Managed Services

Why should I choose FusionStorm managed services?

Whenever time is short or internal resources are stretched thin, FusionStorm MS Xpress Remote Managed Services fills the gap to assure all your IT assets are professionally monitored and managed 24x7.

Who will be managing my services?

We monitor and manage your systems remotely through our Network Operations Center (NOC), staffed 24x7 with certified experts in systems, networks, and software from Cisco, Sun, Microsoft, RedHat, Oracle, and other leading vendors.

Will it cost more?

Compared to the unpredictable costs of providing your own support and management, managed services provide defined levels of service for one fixed fee that can bring significant savings for businesses of all sizes. Because installation and setup is streamlined, you can be up and running quickly with no disruption to your production systems.

How do I keep track of my infrastructure?

We provide a web-based customer portal with dashboards that show system and network availability, performance metrics, incident tickets, and historical reports.

What if I need specific service levels?

We provide a flexible level of service based on unique needs. Each object we monitor or manage can have a unique, associated escalation plan. Simple monitoring or extensive, proactive management — it's your choice.

What if I also need hosting?

If you need a fully hosted solution, FusionStorm also offers IT Xpress Managed Hosting Services to provide a full turnkey solution to hosting, monitoring, and maintenance.

How do I learn more?

Call FusionStorm at 800.228.TECH (8324) or email info@fusionstorm.com

Fusion Storm: A single point of contact for managed IT services

FusionStorm provides IT products, professional services, contract support, and 24x7 managed services for system infrastructure, storage, networking, voice-over-IP, security, database, disaster recovery, and managed hosting.

