prodware

Tech Care
Managed Service

ITIL-based management services to guarantee the full operation of your infrastructure assets

If you are responsible for maintaining your organization's technology landscape, you will recognize these challenges:

"As a CIO, my role in facilitating the digital transformation of our business is important. Our customers, partners and colleagues expect a modern and intuitive experience when dealing with our brand, but this has meant our systems and processes needed to be modernized. Our entire IT landscape must be kept updated, relevant and working to support our ambitions"

"Our IT infrastructure is a mixture of terminals, devices, and apps all managed in the cloud, so we need a structured and integrated program to manage maintenance, patches, fixes, updates, developments and security."

TechCare is an ITIL-based service to provide your end-users and IT managers with the answers, operational maintenance and preventive services needed to ensure the operation, security and performance of your infrastructure and IT cloud assets.

Why choose Prodware to support your IT operations strategy?

As a Microsoft Gold partner and trusted Managed Services provider, Prodware helps our customers with local or international infrastructure and application support.

- Infrastructure cloud
- Apps
- Infrastructure on premise
- Collaboration tools
- Desktop, Laptops & devices
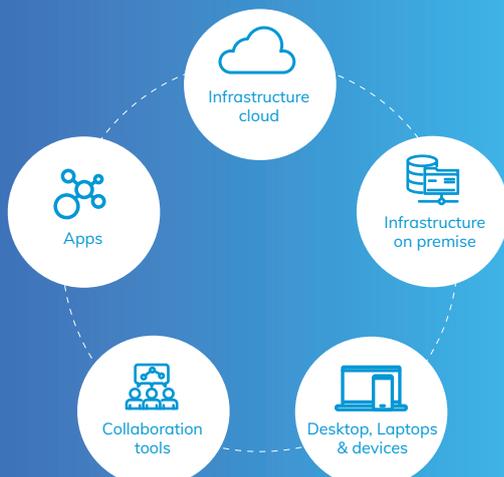
TechCare covers these areas to efficiently support your daily IT operation:

> ServiceDesk and Technical Support

> Corrective and adaptive maintenance

> Scheduled resources

> Monitoring and orchestration

> Patch and security management

> Expertise on business applications

> Value-added services

> Governance

A range of services to fit your needs

Name	Description
Technical assistance	Providing consulting on capabilities and configuration of supported assets
Corrective maintenance	Incident management to ensure a quick return of supported assets to nominal state in order to reduce the impact on the user or business
Adaptive maintenance	Support for change requests which can be either normal change requests (e.g. new server, new functionality), standard changes (e.g. user management) or an urgent change.
Scheduled resources	Carrying out regular and planned services remotely or at the Client's premises to carry out controls, predefined services, administration operations, support services
Asset management	Automatic monitoring of the Customer's mission-critical IT assets and threshold notification mechanism
Value-added services	Prodware has a wide range of services available to our customers: license health check, infrastructure health check, security health check, application optimization, etc...
Governance	To manage the provided managed services, Prodware's Service Level Managers (SLMs) guarantee the quality, the continuous improvement of services and the Customer satisfaction.

Choose the service you need

	BRONZE	SILVER	GOLD
Window support frame	☆	☆ ☆	☆ ☆ ☆
SLA	☆	☆ ☆	☆ ☆ ☆
Governance	☆	☆ ☆ ☆	☆ ☆ ☆
Added value services	☆	☆ ☆	☆ ☆ ☆
Information	☆ ☆ ☆	☆ ☆ ☆	☆ ☆ ☆
Advice	☆ ☆	☆ ☆ ☆	☆ ☆ ☆

Contact Prodware to help your business run smoothly, using the latest in IT best practice to minimize risk and interruption.

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Gold
Microsoft
Partner
Microsoft