



Continuous consulting services



Every day, companies face challenges that include technology as a key factor, omnipresent in all processes and areas of organizations. Our consultants accompany each strategic decision with a thorough analysis of the particular needs and conditions of each scenario.

Our services

- Design and execution of preventive tasks and reactive procedures.
- Support services with service level agreement (SLA).
- Configuration audits and notifications.
- Documentation.
- Infrastructure security alerts.
- Training and qualification

Benefits

- Viable projects with quick impact.
- Reduced total cost of ownership and management of the IT environment.
- Standardization of processes and documentation.
- Transformation of technological trends into competitive advantages.

Tasks

- Hardware performance monitoring and diagnostics.
- Log analysis and reporting
- Installation of patches and updates; compatibility analysis; failure impact assessment (hardware, software, networks, connectivity) and solution design; business continuity.
- Critical Mission Systems Monitoring.
- Audits according to ITIL standards.
- Escalation support schemes.
- Knowledge transfer / training