



MANAGED SERVICES

EFFICIENCY, RELIABILITY, AND SECURITY
DELIVERED BY TOP-TIER EXPERTS



MODEL
TECHNOLOGY SOLUTIONS

MODEL'S MANAGED IT SERVICES

To operate most securely and effectively, today's IT environments require countless different tools, many of which are very specialized products like Microsoft System Center Configuration Manager (SCCM), DSC/Azure Automation, and Operations Management Suite (OMS). Finding niche expertise to manage, monitor, or automate your infrastructure can be difficult, and retaining that level of expertise can prove to be even more challenging.

With Model's managed services, you can relax knowing that your IT infrastructure is being handled by a team of supremely qualified professionals backed by an SLA. The senior engineers that comprise Model's managed services team are not your average support squad. Our team can help you sculpt a predictable, well-managed environment with routine maintenance, monitoring, and automation of repeatable tasks, freeing up your staff's time so they can focus on strategic initiatives that drive your business forward.



WHAT SETS OUR MANAGED SERVICES APART?

Our unbeatable depth of expertise. You'll be hard-pressed to find a comparable team of experts who understand how to boost business value by combining best-in-class technology and the power of automation with the nuances of your specific industry.

Our ability to balance task management with the implementation of business-advancing best practices. Not only do we add automation value and relieve the administrative burden from your team, but we also provide strategic guidance to ensure your business is operating in a best practices mode, keeping your environment up to date and secure.

Our commitment to being easy to work with. At Model, transparency is a core company value, so we strive to remain accessible by assigning key contacts, providing a user-friendly portal for incident reporting, and offering support hours to assist with the project workload.

WHY USE MANAGED SERVICES?

IMPROVE YOUR SECURITY

Cyberattacks (WannaCry and Petya, to name a couple) regularly make headlines, and security analysts predict that 15 new ransomware families will be discovered each month*. Don't let your business make the headlines as well for falling victim to security issues. The best way to stay on top of patching and issue prevention is with Model's managed services and automated patching solution (APS).

ENJOY A PROACTIVE APPROACH TO IT PROBLEMS

When it comes to security, uptime and the overall health of your IT environment, you can relax knowing we have you covered. Our experts combine their depth of experience with best-in-class monitoring and remediation tools to take issues off your radar before you even find out they were on it.

EXPERIENCE OPTIMAL UPTIME AND ADHERENCE TO SERVICE LEVELS

Power failures, data loss and security breaches can cause catastrophic damage, and lack of compliance to service level agreements and objectives can severely impact your credibility. Our team can help you identify and prevent risks, maximize uptime, and keep day-to-day operations flowing as promised with guaranteed SLAs for key focus areas like uptime, patching, deployment, configurations and more.

MAXIMIZE YOUR INFRASTRUCTURE INVESTMENTS

So often organizations invest in technology that they are later unable to capitalize on because of turnover, expertise gaps, or shifting priorities. Model's team of experts drive utilization and consumption of all facets of your existing product sets, helping you realize the full value of your investments in less time.

ACHIEVE PREDICTABLE COSTS AND GREATER SAVINGS

When you use Model's managed services, you benefit from predictable IT costs while working with top-tier experts who help your business grow. Not to mention, our transparent reporting and regular business reviews will provide you with tangible proof of ROI that you can take to the bank.

FREE UP STAFF FOR STRATEGIC WORK

Alleviating mundane tasks and freeing up your staff to devote to higher value projects will satisfy them and increase overall productivity. You get to offload repeatable processes, and we'll keep things in prime shape while your staff focuses on delivering against strategic objectives that elevate your business.

THRIVE IN AN EFFICIENT, RELIABLE ENVIRONMENT

Our automation expertise and incomparable ability to streamline processes will help you create consistency and predictability in your IT environment, stay up to date with your managed infrastructure, and attain the peace of mind you desire.

ACCESS EXPERT BRAINPOWER AND NEWER TECHNOLOGIES

Our team of experts can serve as trusted advisors for collaboration and knowledge exchange, or even for training your internal administrators and engineers, fundamentally extending the mental capacity of your team. And because our experts are obsessed with the evolving technological landscape, you'll get access to information about the latest technologies that maintain uptime and boost profitability for your business.

TECHNOLOGIES USED

We manage on premise or hybrid infrastructures pertaining to:

- System Center Configuration Manager (SCCM)
- System Center Orchestrator (SCO)
- System Center Service Management Automation (SMA)
- Windows 10 / Windows-as-a-service
- Enterprise Mobility + Security (EMS)
- PowerShell
- Operations Management Suite (OMS)
 - Azure automation
 - Azure Desired State Configuration (DSC)
 - Log analytics
- Microsoft Intune
 - Mobile device management
 - Modern management of mobile workforce

SERVICES PROVIDED

- Patch management
- Compliance and customized reporting
- Application lifecycle management
- Modern management with Windows 10
- Operating system lifecycle management
- Infrastructure health, remediation, and upgrades
- Encryption and security management
- Monitoring and alert management
- Custom automation based on client needs

For more information, contact us at sales@model-technology.com
or visit www.model-technology.com.

THE MODEL DIFFERENCE

Model Technology Solutions' *experts in automation* are laser-focused on helping businesses realize the transformative power of IT automation. In consulting and managed services engagements, our solution engineers delve deeply to understand the unique nuances of each environment and build long-term partnerships so Model can walk alongside our customers as they grow in technology. Model values transparency, cultivating a knowledgeable automation technology community, and delivering the right solutions at the right time.

Microsoft
Partner

Silver Windows and Devices
Gold Datacenter

