

## Managed Services

Don't have the resources in-house to manage your IT resources? You can tap us for ongoing or incident-based arrangements. We can provide you specialized assistance in the form of ongoing telephone and online consultation, access to resources and knowledge, field service, maintenance, distribution of software product releases, updates and upgrades.

A typical managed service engagement can include resolving IT-related incidents, identifying the root cause or problems behind incidents, running diagnostics, resolving problems, and providing the customer with documentation of what was done to correct the problem.

Some examples of managed services engagements MyIntellects can undertake by practice area are the following:

- Enterprise Resource Management
  
- Database management
- Application maintenance
- Application hosting
- Staff augmentation
  
  
  
  
  
  
  
  
  
  
- Content and Customer Relationship Management
  
- Search engine marketing
- Electronic direct marketing
- Website maintenance
- Document/records management
- Website/Application hosting
- Application maintenance
- Staff augmentation

- IT Service Management
- Desktop support
- Server support
- Network remote monitoring and management
- Data Backup and Recovery
- Managed Telephony
- Staff Augmentation