



Managed Services

The knowledge and availability of your IT resources is finite. Yet their daily task lists seem never-ending. Stuck in a cycle of reacting to problems after they happen, your team has limited opportunity to mature, learn and grow. How do you introduce improvements to your aging infrastructure when you spend all your time chasing down issues? The answer lies in choosing a partner who understands your situation and knows how to help.

Flexible, Adaptive and Completely Reliable IT - ***Simplified***

Arraya Solutions' Managed Services are focused on guaranteeing the availability of the technologies that support your business. These services supplement your existing IT staff by assuming responsibility for everything from infrastructure monitoring and daily administration tasks to being proactive should problems arise. However, Managed Services aren't just about "keeping the lights on." The Arraya team is there to provide assistance *and* guidance should the need arise.

— *We Go Beyond Just Keeping the Lights On* —

What Arraya Can Manage

- Infrastructure
- Storage
- Network
- Help Desk
- Unified Communications
- Exchange/SharePoint
- System Center
- Office 365
- SQL
- Cloud

What are the Benefits?

Arraya's Managed Services offerings can:

- **Let Your IT Team Shine.** This service increases the efficiency and productivity of your existing IT team by taking work off their plate. Arraya's team can cover anything from low-level routine tasks to higher-value responsibilities.
- **Keep You on Top of Issues.** Elements incorporated from our ALERT service give you a heads up about issues before they get out of hand—minimizing downtime and risk. Arraya provides remote support for alert remediation backed by a first response guarantee (< 1 hour for critical issues).
- **Minimize Disruptions - and White Noise.** You'll benefit from a 24/7 support staff that will validate, troubleshoot and remediate any issues—preventing false alarms and reducing the white noise your IT team has to deal with.
- **Make Maintenance Hassle-Free.** Arraya's Managed Services Team manages and approves service requests, scheduled maintenance, and updates. Recurring maintenance activities are scheduled and executed during off-peak periods and communicated in advance to minimize disruption.
- **Find Your IT Baseline.** At the start of our partnership, we'll test your existing system to get a baseline performance level. We'll then work to ensure we're consistently improving the performance and availability levels.
- **Maintain Your Infrastructure.** Arraya Managed Services provide cloud-based monitoring, remediation, administration and change management for a Customer's IT infrastructure. Our goal is to keep that infrastructure flexible, secure and problem-free.

Why Arraya?

Arraya Solutions is a full service technology consulting firm capable of meeting the needs of customers of all sizes, across a wide range of industries. We work *with* our customers, not *for* them, to create and deploy solutions which satisfy their particular business needs and goals.

We Get to Know You. We take the time to understand your business' unique pain points. Based off of that knowledge, we create a custom strategy to help your company reach its fullest potential and vision.

Experience You Can Count On. Arraya's Managed and Operational Services Team is made up of well-qualified engineers with certified technical knowledge and hands-on experience supporting customers both on-premises and remote. They undergo a rigorous selection and training process that matches their capabilities to specific customer engagement(s) to ensure business expectations are met.

Elite Managed Services Provider. Arraya has been named year over year to CRN's Managed Service Provider (MSP) 500 list as one of the MSP Elite 150. This list distinguishes the top technology providers whose leading approach to managed services enables their customers to improve efficiencies, cut costs, and successfully leverage technology to achieve greater competitive advantage.