



IRONCARE NETWORK MANAGED SERVICES

Iron Bow IronCare™ managed services deliver remote management, maintenance and technical support services for a variety of technology solutions. IronCare services provide the technical support, management and maintenance of tactical systems, enabling our clients' IT organizations to focus on their business operations.

IronCare coverage is provided by our U.S. based 24/7/365 Client Service Center (CSC) in Chantilly, Virginia. The IronCare delivery framework is founded on Information Technology Infrastructure Library (ITIL) best practices, ensuring the highest level of support for our clients' IT environments 24/7/365.

Our clients choose IronCare to:

- **Drive User Satisfaction:** Identify issues quickly and streamline incident management processes to reduce network downtime and improve IT service levels.
- **Reduce Risk:** Access to technical experts combined with optional proactive tools and smart capabilities, minimizes risks to business continuity.
- **Increase Operational Efficiency:** Proactive management and automated processes mean fewer support resource requirements and lower costs for managing the network
- **Enable Faster Technology Refresh:** IronCare's focus on ensuring technology is updated reduces risk of obsolescence and wholesale tech refreshes.
- **Control Costs:** Flat rate service provides rapid troubleshooting and resolution of issues at a predictable cost.

IRONCARE MANAGED SERVICES FOR NETWORKS

Today's networks are more extensive than ever before – stretching beyond the enterprise to incorporate mobile, cloud and IoT. With this expansion, IT teams need a broader base of expertise to manage the diverse technology sets. IronCare Managed Service for Networks becomes an extension of your IT team.

- **Trained and Certified Personnel:** Iron Bow engineers hold certifications to support a multiple vendors and types of services.
- **Support for New Technology:** Easily support to newer technology and capabilities using available Iron Bow resources.
- **Reduced Downtime:** Iron Bow proactively monitors your network and fixes issues reducing or eliminating any user impact.
- **Holistic Network Expertise:** Engage a single entity to simplify accountability and manage multiple device types such as routers, switches, firewalls and more.

WHY IRON BOW?

- 24/7/365 U.S. based support team
- Extensive knowledge of a wide portfolio of products and technology
- Capabilities for performing proactive diagnostics and device monitoring
- Management of equipment, entitlement periods and renewals
- Tier 1, 2 and 3 engineering expertise for incident management
- Institutional knowledge of the customer environment
- Comprehensive remote troubleshooting and problem remediation of devices with managed services

IRON BOW IN ACTION

Facilitating Growth

A growing consultancy was moving out of a shared office space and into its own office. The company needed to support employees in the new office as well as employees working on client sites. Iron Bow took on the management of the company’s network to include all Local Area Network infrastructure such as routing, switching and virtualization platforms. Iron Bow also managed third party and carrier relationships on behalf of the client. The Iron Bow team provided remote monitoring, critical patch updates and remote technical support as well as placing a technician in the office for any needed on-site support.

SUBSCRIPTION SERVICE PLANS

Service Description	SILVER	GOLD
Service Onboarding	✓	✓
Transition Planning	✓	✓
Component Onboarding	✓	✓
Incident Management	✓	✓
Incident Tracking	✓	✓
OEM Escalation	✓	✓
Call/Incident Reporting	✓	✓
Asset Inventory	✓	✓
Product Support - Troubleshooting	✓	✓
Tier 1-3 Troubleshooting and Support	✓	✓
Notification of Available Patches and Updates	✓	✓
Asset Reporting	✓	✓
Availability Monitoring	✓	✓
Device Up/Down Availability Status	✓	✓
Fault Status Notification	✓	✓
Availability Reporting	✓	✓
Moves, Adds, Changes and Deletes (MACDs) - optional		✓
Configuration Management		✓
Configuration Back-up and Recovery		✓
Remote Preventative Maintenance		✓
Security and Stability Patches		✓
Root Cause Analysis on Severity 1 Incidents		✓

STRONG: Relationships with leading and emerging vendors as well as knowledge of the enterprise networks they operate on.

FLEXIBLE: With consumption pricing and a number of service level options, we work with you to provide the support needed.

TARGETED: We work to understand your IT environment and work culture to ensure technology fits the way you work.

