

The background of the slide is a dark blue field with a light blue grid pattern. A white heartbeat line (EKG) runs horizontally across the middle of the image. The text 'Networks that don't skip a beat' is centered over the heartbeat line.

Networks that don't skip a beat

The heartbeat of your company is your network. It affects every employee, every business process and every customer you interact with – every single day. Without your network operating at peak performance, productivity is squashed, morale is crushed and the customer experience can suffer greatly.

With an ISG Managed Network, you take this critical function off your plate so you can focus on what matters most – your business. A full team of network experts ensure that you are up and running, workloads are balanced, configurations are finely tuned, devices are up-to-date and security threats are minimized.



Peak Network Performance. Without Having to Lift a Finger.

Gain Control by Letting Go

Organizations that operate at peak performance know a thing or two about smart, strategic outsourcing. Offloading network management frees up resources, provides operational efficiencies and so much more:

Maintain Forward Momentum

Say goodbye to projects being stalled due to maintenance and network emergencies. And say hello to strategic IT initiatives moving forward with your IT resources laser-focused on initiatives that drive revenue.

Gain Bench Strength

Gain a full team of Network Engineers and support staff with unique skill sets that can collaborate to solve problems quickly and efficiently.

Mitigate Unnecessary Risks

Reduce the risk associated with an employee departure, issues occurring during his or her PTO or insider threats.

Sleep Better at Night

Gain peace of mind knowing that network best practices are being upheld by the dedicated team of network specialists.

Say Goodbye to Downtime

Best-in-class network management means less downtime and the associated loss of employee productivity or even revenue and customer trust.

Fully Managed & Finely Tuned

Maintaining a network that doesn't slow you down requires the latest technology, a dedicated team and rock-solid processes. An ISG Managed Network brings these together to propel your business forward like never before. Here's what it includes.

Monitoring & Alerting

- 8x5 monitoring and remediation of device and interface state to cover break/fix and hardware failure
- Alerting on issues such as high link utilization and device failures
- Quarterly reporting on managed network devices, including:



Routers



Switches



Access Points

Configuration Management

- Backups of all network device configurations
- Off site storage of configuration backups to ensure timely recovery of network infrastructure during device failure
- Basic network device policy management

Vendor Management

- Comprehensive vendor and circuit management
- Total ownership of vendor/ISP tickets from beginning to end

Software Maintenance

- Routine firmware patching of all managed network devices

The ISG Difference

Not all managed service providers are created equal. When you have an ISG Managed Network you get a unique combination of superior benefits:

Depth of Knowledge

- Managing networks since the 80s
- Dedicated team
- Certified Engineers
- Deep domain expertise with carefully selected, strategic technology manufacturers

Support You Can Trust

- Midwest Support Center
- 95.7% Customer Satisfaction Rating
Industry average = 74.6%
- 67 Net Promoter Score (NPS)
Industry average = 41

On-Site Support Included

- On-site support included when needed
- i.e. Infrastructure fails, labor costs, etc. (some limitations apply)

Strategic, Proactive Approach

- Focused on improving IT operational maturity
- Business continuity-based network planning



Ready for a network that propels your business forward?
Contact us today. **877.334.4474** • isgtech.com