

Managed Services

IT Services to Maximize Your Competitive Advantage



PEOPLE • PROCESS • TECHNOLOGY





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Enhanced IT

Increase your IT capabilities without breaking the budget.

You do not have to be a Fortune 500 company to take advantage of technologies that can increase your competitiveness in the marketplace. Ananke's Managed Services can increase your IT capabilities with greater efficiency.

We have helped our clients plan system upgrades, kick off implementations and problem-solve current issues. You will not have to make long-term hiring commitments to accomplish short-term goals. And you won't have to sacrifice detailed maintenance in order to focus on growth.

Ananke's Managed Services provides comprehensive IT expertise to support your operations, and augment your IT department where you need it.

We Listen

Then we tailor our services to your business needs.

We take the time to understand your business operations and your plans for the future, so that we can provide a technology plan that takes you there. We analyze your situation, recommend and implement the system architecture that will help you achieve your goals, and maintain the environment to keep it up and running smoothly.

Accomplish More

Ananke can help your IT staff get it all done.

We often find that our clients' own IT departments are stretched very thin by implementing new initiatives while trying to maintain existing systems. Ananke's Managed Services eases their burdens by supplementing their activities, taking on system maintenance tasks, applying upgrades, modifying and monitoring devices and applications, so their staff can concentrate on projects and deliverables. For some clients, we also provide additional help for those projects.

Reduce Downtime

Keep your systems running properly and minimize downtime.

System crashes are the last thing you want in today's fast-paced business environment. Downtime can result in lost opportunities, unnecessary expenses, and limits your company's capital growth.

Our clients have found that our Managed Services prevent many problems from occurring in the first place by keeping their systems in optimal condition, providing regular analysis and identifying potential issues before they become catastrophes. When something does go wrong, Ananke has IT specialists available to provide a solution. We are available when you need us (24 x 7) and will work on the the issue until it is resolved.



What Do You Need?

Ananke offers what you need, when you need it.

Our Managed IT Services are ideal for organizations requiring a secure, available and/or redundant IT environment to support their business-critical applications and systems, or as an augmentation to replace IT staff without the long-term hiring.



Some of our services are:

- Datacenter Infrastructure Management
- Network Services
- Hardware Services
- Managed Security Services
- Hosting Services
- Complete IT Outsourcing
- Maintenance Services
- Management Services
- Helpdesk Support
- Software Services
- Email and Collaboration Services
- Storage Services
- Database Services
- 24 x 7 Monitoring Services
- Backup & Recovery Services

Select a Plan

Choose the service level that fits your company.

We offer Basic, Bronze, Silver, Gold and Platinum service packages, so you can select the one that meets your organization's needs and budget. We also offer prepaid and a la carte services.

PACKAGE	SERVICES PROVIDED
Basic	Provides remote monitoring, reporting and patching
Bronze	Provides all the basic services plus anti-virus verification, backup verification, event log analysis and 1 hour of onsite technical support per month
Silver	Provides more extensive and time-intensive support including all the bronze services: plus on-call support and 30 minutes of flex time, future operating system upgrades and some desktop support
Gold	Provides enhanced coverage and availability in addition to silver services: 2 hours of onsite technical support, 1 hour of flex time, future operating system upgrades, desktop support and emergency support 8 a.m. – 5 p.m.
Platinum	Provides a wide range of proactive services and support for mission-critical systems in addition to gold services.

Case Study

A publically traded, large, international entertainment company found themselves in a crisis, when a cluster of critical servers, which hosted their company payroll systems, crashed. After several days of unsuccessful troubleshooting and attempts to recover by multiple vendors (within the vendors' 9-5 support hours) the client asked Ananke to help. Within 4 hours, the servers were back online and functioning, and after 16 straight hours of support, the cluster was fully functional and ready to run payroll the next morning, 4 hours later.

Ananke Resolves Crisis to Avoid Catastrophe

Ananke (ah-nang'-kee)
Greek goddess of Necessity

*Call Ananke to see how
Managed Services can
enhance your company's
potential for growth.*



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"OUR MISSION IS TO ASSIST CLIENTS in overcoming today's business and IT challenges, allowing a greater focus on core objectives. Our success, as well as our clients' success, is attributed to our methodology and our focus on People, Process, and Technology."

— John Conway, President & CEO



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Are You A Candidate for Managed Services?

Review the following business situations to determine if our Managed Services will provide benefits to your business. If you answer yes to any of these, it may indicate areas where Managed Services could assist you.

Our business is facing challenges with:

- Staffing IT professionals
- Staying up-to-date with evolving technologies and IT skill sets
- Managing and maintaining current infrastructure, hardware, and software
- Securing data, transactions, and communications
- Responding quickly to time-to-market demands
- Remaining flexible enough to maintain competitive position
- Reducing network overhead costs
- Operating in real time in order to meet 24-hour demand
- Delivering services to branch offices and remote workers

Our business is in transition:

- We need to upgrade, refurbish, move, or relocate existing infrastructure.
- The scope or scale of current business operations is changing.
- A merger, partnership, or acquisition is altering operations.
- We need to increase the range and level of service.
- Our growth targets depend on implementing new technologies.
- We are expanding into new markets.

Our business wants to increase profitability:

- We prefer to dedicate resources to our core competencies and mission critical processes rather than network support activities.
- We view managed services as a good strategy for gaining efficiencies and reducing costs.
- We need to implement a global network service but lack internal global resources.
- We are concerned with our ability to keep up with the latest security threats and to meet privacy or security regulations.
- We are experiencing dynamic business growth while undergoing downsizing and hiring freezes.

Call Ananke to see how Managed Services can enhance your company's potential for growth.