



SOLUTION BRIEF

MANAGED SERVICES

Boosting Efficiency by Removing Technology Burdens from Your Plate

Whether it's for today, tomorrow or for long-term growth, you can stop worrying about the complexities of technology and keep the focus on your business when your IT environment is in good hands.

MANAGED IT SERVICES

By becoming an extension of your technical team, STEP provides intelligent managed services that help your organization leverage and maintain its current technology – enabling you to get back to doing what you do best. In providing you with the highest levels of support, we work diligently with stakeholders and internal support teams to go beyond learning the ins-and-outs of your organization.

BUSINESS DRIVER

With more and more resources running across them, the core and edge networks in most organizations are already beyond "heavy." Maintaining security and improving operational up-time without adding the significant cost of enterprise-level hardware and software can present challenges to most firms. The last thing a limited IT staff wants or needs is the added burden of learning a special expertise to keep the networks operating at their peak.

BENEFITS

- Access to Expert Support
- Predictable Monthly Payments
- Customized Support Packages
- Proactive Monitoring and Maintenance
- Minimized Downtime
- Enhanced Efficiency

MANAGED SERVICES ADVANTAGE

It begins with the expertise we bring in architecting the right solution – tailored to your specific needs. We understand all of the different technologies and vendors, so you'll never get a cookie-cutter "one-size-fits-all" solution. Our best practices also ensure every solution is optimized and deployed properly with world-class support.

THE FLEXIBLE STEP SOLUTION

With STEP's tiered services levels, you can select the best skilled technical resources needed to strengthen your specific business.

APEX
by STEP Fully Managed Services: 24x7 Monitor, Management, Troubleshooting, Operational Software, Security Updates, Upgrades, Device Configuration Backup, MACD, Lifecycle and Network Infrastructure Reviews, Customer Success Manager.

ELEVATE
by STEP Basic Monitor and Managed Services: 24x7 Monitoring and Troubleshooting, NAVIGATOR Dashboards.

TRAJECTORY
by STEP Notify Only: STEP CCC notify customer(s) of issues from the Monitoring Tool. Customer then initiates STEP CCC team to engage in break fix work they deem necessary.

FOUNDATION
by STEP Reactive Support Only: Customer initiates engagement to STEP CCC to assist with break fix and RMA support issues.

INSIGHT
by STEP STEP NAVIGATOR: A visual tool provided to the customer they can use to monitor their network, No CCC support.

THE WINNING COMPONENTS



Free Up Your In-House IT Personnel

Our certified engineers are experts in the latest techniques and technologies, including your network, servers, routers, switches, firewalls, and more. Remove the management burden of the day-to-day operations, so your core IT Team can focus on what they do best for your organization.



Access to Expertise

Discover what your business is capable of with STEP as a true partner – bringing our networking core routing & edge switching recommendations, management, and operation along with full access to our ticketing system for visibility into any and all issues. We help you achieve more by making your technology work for you, not against you.



TaaS: Technology as a Service

Now more than ever, customers want and need to buy technology on a monthly basis. Our TaaS and financing solutions enable you to save your cash and maintain budget and feature:

- Convenient, fixed monthly payments make budgeting easy
- 100% financing, including maintenance and any other soft costs
- No upfront out-of-pocket expense
- No incremental costs



The Tools to Monitor Your Environment

Gain insights on how your technology is moving you forward on the STEP Dashboard with data analytics for business success. There is power in analyzing data, and we know exactly how to use those numbers to ensure your technology is operating at peak performance, so your workflow is never interrupted.



Best Practices to Serve You

We'll assess your current network infrastructure before determining the best solution to harden your security and optimize throughputs and applications. You can rest assured that only STEP's battle-tested best practices are applied to your network – upon which everything rides.

OUR DIFFERENCE IS YOUR ADVANTAGE

STEP's vision of the future intersects with our capabilities in both legacy and current technologies to help clients plan, execute, and achieve their transformational goals.

SUPPORTED SERVICES

Network

- Switch
- Power
- Firewall
- WLAN
- VPNaaS
- Core/DC
- Routing
- SD WAN

Cellular

- Router/Modem
- Routing
- No Routing

Security

- SOCaaS
- EDR/MDR

STEP is a highly innovative, award winning, nationwide IT services engineering firm headquartered in Northern Kentucky/ Greater Cincinnati. STEP solutions are powered by strategic experts and best of breed technologies solving our customers' most complex IT challenges. Our expert engineers provide customers with solutions for cloud, security, collaboration, core infrastructure, and managed services. STEP is where innovation meets execution.