



PROFESSIONAL SERVICES

Managed services to support your business operations

From simple processes like active alerting to complex processes like patch management and firmware updates, the demand for reliable and cost-effective managed services is increasing. Our highly experienced Professional Services team will aid your IT department in managing business operations so you can stay focused on critical initiatives.

Key areas of support

Monitoring and operations

24/7 monitoring and management

WAN, LAN, server, application and website monitoring

Network traffic monitoring and analysis

Remote network configuration and updating

Alarm monitoring and analysis

Remote diagnostics

Error logging

Issue resolution: remotely or dispatch technicians to customer sites

Patch management services

Change management services

Response center

24/7 server monitoring, analysis and escalation

Emergency response as quick as 10 minutes (based on agreed SLAs)

Desktop systems support

Server patch/event logging/vulnerability services

Server inventory/metrics/reporting

Anti-virus/spyware monitoring

Software installation

PC/network troubleshooting

Help desk

24/7 bilingual support (English, Spanish)

Level 1, 2 and 3 (depending on client needs)

Multi-vendor

First-call resolution

MACD (Move, Add, Change and Delete)

Permission-based remote control

Call monitoring and statistics

Emergency escalation

Managed technologies

- Applications and webpages
- Contact centers
- Routing and switching
- Servers and data centers
- Telecom data
- Unified communications, including video conferencing
- Wireless service

Vendor support

- Aerohive
- Avaya
- AWS
- Cisco
- Citrix
- EMC
- F5
- Juniper
- Linux
- Manage Engine
- Microsoft Azure
- Microsoft Windows Server
- Palo Alto
- Riverbed
- ServiceNow
- SolarWinds
- VMware

Vendor certifications

- Avaya (ACA, ACSS)
- AWS (SysOps, Solutions Arch, Advanced Networking)
- CCIE (Sec, DC, R&S, Collab, WiFi, SP)
- CCNA (Sec, DC, R&S, Collab, WiFi, SP)
- CCNP (Sec, DC, R&S, Collab, WiFi, SP)
- Cisco Premier Partner-USA
- F5 (BIG IP)
- Microsoft (MCSA, MCSE)
- VMW VCDX (DC, NSX)
- VMW VCP (DC, NSX)

About Windstream Enterprise

Windstream Enterprise collaborates with businesses across the U.S. to drive digital transformation by delivering solutions that solve today's most complex networking and communication challenges.

To learn more about Professional Services, visit windstreamenterprise.com

