

Managed Network Services

Control costs while increasing the revenue potential of your business services. Network operations automation and AI delivered as a service or co-managed.

The challenge

Difficulty in recruiting and retaining skilled IT engineers

IT teams are stretched thin, balancing operations management and strategic initiatives

Ensuring performance and availability of critical business applications and network infrastructure

The solution

Managed Network Services, powered by ATSG, offering comprehensive IT management capabilities

24/7 incident management and remediation service, staffed by experienced engineers

Customized runbooks, change management and onboarding support

The impact

Improved IT operations efficiency, allowing teams to focus on strategic initiatives

Enhanced network and application performance and availability

Access to industry-leading IT expertise and platform capabilities

Empower your IT team with Windstream Enterprise Managed Network Services, delivering expert support and seamless management for your critical business applications and network infrastructure.

Key features + benefits

Comprehensive 24/7 management: Implement a secure and transparent solution with full-stack monitoring and detection for all IT infrastructure elements

True root cause analysis: Accurately identify the root cause of events and problems with a patented collection and causation techniques

Business impact monitoring: Prioritize performance and availability issues based on their business impact

Customized runbook + onboarding support: Tailor support policies, procedures and integration with existing IT environments

Change management: Execute remote changes with full visibility into the status of a request through the platform

Industry compliance: Leverage security credentials, including ISO 27001, SSAE 18 Type II and HIPAA

To learn more about IT Managed Services, visit windstreamenterprise.com