

Hybrid Cloud + Transformation Services

Partner with a trusted provider for guidance and management of cloud-strategies and digital transformation.

The challenge

Once businesses have migrated their apps and databases to the cloud, they cannot always ensure the cloud-based servers are consistently operating optimally. Without the right partner and support team, they cannot always solve performance issues, if and when they arise.

The solution

Cloud Server Management provides exceptional value in this arena. Empowering our customers with real-time management of their cloud-based server infrastructure—24 hours a day, 365 days a year.

Additional services to include:

OS level management

Ongoing anti-malware + anti-virus protection

OS patching + bug fixes

Event management

Server performance management

Detailed reporting

The impact

Secure, stable and reliable servers that make applications and data available anywhere, at any time.

Cloud Server Management service provides continuous support for virtual servers using ATSG's management tools to ensure infrastructure health, enhanced security, risk management and increased performance and availability.

Key features + benefits

Comprehensive management

- + Remote installation of an agent coupled with configuration of our monitoring and alerting thresholds delivers 24/7 support for availability, disk space, memory, CPU and network interface utilization and critical service failures
- + Incident management is owned from alert through resolution
- + Server change management, installation and management of anti-virus/anti-malware software allows your IT team to focus on innovation

Comprehensive suite of reports

- + Standard weekly and monthly insights and analytics
- + Monthly reporting consisting of ticket summary, statistics and server performance data
- + Quarterly business reviews

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