

rediManage

Management, Monitoring and Optimization



redi for 24x7xAlways Support

ATSG's rediManage offerings focus on enhancing the business experience for users across your organization. In today's environment, it is vitally important that the team who drives your enterprise can operate efficiently and effectively with minimal service disruptions. Technology plays a critical role in their daily performance. At ATSG, our service portfolio has been customized to optimize your business with the hands on and automated support you require to provide that quality end user experience.

Managed IT services and support are an integral, critical component, inexplicably linked to almost every facet of your business process and external go-to-market strategy. Only by leveraging sophisticated, high quality IT solutions can an enterprise maximize the true business value of information technology across their enterprise. However, many firms lack the internal infrastructure and resources needed to achieve these goals themselves. That is why it is increasingly important for these businesses to turn to an industry-leading service provider, such as ATSG.

ATSG Managed Services

Our rediManage portfolio goes beyond just Managed IT Services to operate, monitor and optimize your IT environment and infrastructure. From our Tier 1 Enterprise Service Desk and Tier 2 Technical Operations, through Tier 3 Engineering, vendor management and governance; rediManage has you covered. Among the most essential aspects of any IT service are End User services, such as the Service Desk, Deskside, Mobility Services and Support. These solutions support critical roles for organizations, shaping the end user experience, and often the overall reputation of IT throughout the organization. This first line of defense can make the difference between a business that struggles, and a business that thrives.

At ATSG, our Service Desk and our comprehensive Technical and Network Operations Center, are staffed with hands-on analysts and engineering talent, all empowered through automation with our Ai² platform and tools, operated with ITIL processes. This combination allows us to identify, isolate, and resolve incidents, while also analyzing root causes and eliminating problems before they impact performance or availability. Whether you operate in a traditional on premise environment or in a highly virtualized and mobile cloud, these services are built to flex and scale. Only by leveraging high quality IT solutions can an organization maximize the true business value of information technology across their enterprise. rediManage becomes the integral extension of your team that provides you with a trusted, safe and secure operation that your business can rely upon, 24x7xAlways.

rediManage Service Portfolio

Managed Services

- Enterprise Service Desk
- Remote Infrastructure Mgmt. (RIM)
- Dispatch & Onsite Services
- Security Monitoring & Mgmt.
- Application Monitoring & Mgmt.
- Multicloud Operations

TSaaS

- Digital Workplace as a Service
- IaaS, PaaS & SaaS Solutions
- Network & WiFi as a Service
- Unified Communications
- IT Management Solutions
- Productivity Applications
- Projects as a Service

About ATSG

ATSG is a tech-enabled managed services and solutions company focused on innovative solutions to enhance the end-user experience. ATSG provides Technology Solutions as Service to a variety of clients; leveraging their portfolio of rediCloud, rediTech, and rediManage, which includes deep expertise in technology consulting, wireless and network, unified communications, collaboration, cloud solutions, data center, mobility and productivity solutions.

Are you **redi** for Tech-enabled Managed Services? ATSG is your answer.