

ATSG REMOTE MANAGEMENT SERVICE (RMS)

YOUR NETWORK INFRASTRUCTURE AND THE BUSINESS APPLICATIONS IT SUPPORTS ARE ESSENTIAL TO YOUR ORGANIZATION – NO CORNERS SHOULD BE CUT IN THE EFFORT TO ASSURE THEIR PERFORMANCE AND AVAILABILITY.



But in the age of digital transformation, it can be difficult to recruit and retain engineers with the skills and experience required to manage all of the technologies that comprise today's complex IT environments – not to mention the need to train them on new emerging technologies. What's more, IT operations management is a full-time job, but IT operations teams are still typically tasked with responsibilities outside of support delivery, and any time they spend troubleshooting issues is time not spent focused on strategic initiatives.

For these reasons and more, the world's most demanding organizations trust ATSG with the management of their mission-critical business services and service delivery infrastructure. The ATSG Remote Management Service (RMS) offers a range of IT management capabilities that maximize the benefits of the OPTX Platform and give customers access to unmatched IT expertise.

These services dramatically accelerate time to value, drive down costs and bridge critical skill gaps.

DELIVERABLES

Incident Management

ATSG RMS is a complete and proactive 24x7 ITIL incident management and remediation service, powered by the OPTX Platform and staffed by engineers with training and experience on your IT environment. Through ATSG RMS, the ATSG Platform proactively detects, validates and diagnoses incidents and immediately notifies the ATSG support center – giving our team the detailed information they need to rapidly remediate issues. Incidents can also be opened manually using the OPTX Platform or by calling our support center.

Comprehensive Monitoring

With ATSG RMS, the OPTX Platform monitors your IT applications and infrastructure from within your network, providing a comprehensive and secure monitoring solution that keeps your data on your premises.

RMS BY THE NUMBERS

24x7x365 operations

1,000+ environments managed in **over 65** countries

100% of L2/L3 engineers hold certifications on technologies we support

The platform also ensures RMS is a completely transparent service by providing you with the same level of visibility that ATSG engineers have via:

- A wide range of dashboards, reports, status displays and other helpful visualizations
- A case database that provides valuable insight on network events and service activities
- Optional automated notifications of new and updated cases for real-time awareness

Onboarding Support

Our onboarding process ensures successful, on-time deployment of the OPTX Platform and maximizes the benefits of our services from day one. Our experienced engineers manage the entire process and integrate the OPTX Platform into your existing IT environment and operational processes, which includes configuring the platform to address your unique needs and creating a customized runbook aligned with your specific service and business requirements.

Change Management

As part of ATSG RMS, our engineers can execute remote changes for customers, such as updating third-party software or modifying configuration settings. Simply submit a request using the OPTX Platform and we will execute it. You will have full visibility to change request status through the platform and can also opt to receive automated notifications as the change progresses.

Security

RMS is backed by the most stringent security credentials in the industry, including ISO 27001, SSAE 18 Type II and HIPAA.



ATSG SUPPORT CENTER

Location

The ATSG support center is headquartered in Syracuse, New York. We also have multiple support locations distributed throughout North America.

Coverage

ATSG provides managed services to customers located around the world – we manage more than 1,000 environments in over 65 countries. Our 24-hour support guarantees we're available at all times, regardless of a customer's location or hours of operation.

ITIL Processes

Our support center is staffed with Information Technology Infrastructure Library (ITIL) certified personnel. ITIL provides a comprehensive framework for identifying, planning, delivering and supporting IT services. It is the world's most widely accepted approach to IT service management

Trained & Certified Staff

The experienced personnel in the ATSG support center hold manufacturer and industry certifications in the technologies we support and receive continuous training as new products and versions become available. All personnel are also trained on support delivery process and procedures.

Customized Runbook

ATSG works with each RMS customer to create a runbook tailored to their needs. The runbook defines customer-specific support policies and procedures that our engineering staff adheres to, such as escalation processes, contact information and change control processes.

THE OPTX PLATFORM

RMS is powered by the OPTX Platform, which delivers predictive and proactive business service assurance across hybrid infrastructures. Among the platform's key features are:

Full-Stack Monitoring & Detection: Provides deep support for all IT infrastructure elements – from switch to server, app to endpoint

• **True Root Cause Analysis:** Offers patented collection and causation techniques which cut through the noise and pinpoint the true root cause of events and problems

• **Business Impact Monitoring:** Prioritizes performance and availability issues based on business impact

• **Smart Analytics:** Determines what's "normal" then detects and alerts on deviations so that problems can be addressed proactively before more widespread issues are created

ATSG, One Penn Plaza, Suite 3310, New York, NY 10119

(888) 504-9559 | atsg.net