

Remote Infrastructure Management

Alliant Managed Services (AMS) provides a comprehensive suite of Network Management solutions to keep client networks operating with maximum efficiency and minimum downtime. Our combination of 24 x 7 Remote Monitoring and Management and Engineering Response to network incidents leverage automated data collection and analysis tools with automated ticketing and detailed customer knowledge database to assure peak network performance with proactive hardware alerts for ongoing performance assurance.

Remote Management and Monitoring (RMM):

Our Service Desk leverages automated SNMP data polling via encrypted VPN to our Network Operations Center, where our analysts monitor the operational health of in-scope devices 24 x 7.

- 24 x 7 Performance Monitoring of devices and processes from Alliant's NOC
- Private monitoring portal for real-time network inventory, visibility and reporting
- Third-party vendor management for Network (WAN, LAN) or Hardware failures
- Service Case management and custom notification plan with performance guarantee SLA's

Engineering Response (ER):

Our Engineering Response provides access to a wide array of technical resources, responding to incidents remotely and dispatching to your site as needed.

- Incident triage and Engineering Response support for Network incidents
- Trouble escalation and remote remediation
- 24 x 7 x 365 response with 4-hour onsite deployment SLA
- SLA's for guaranteed performance
- Access to a wide range of engineering expertise

(see reverse for unit based pricing)

Remote Infrastructure Management



Business Continuity Services

Security Services

Administrative Services

Managed Hosting

Alliant Managed Services (AMS) provides a comprehensive suite of IT solutions that maintain client operations with maximum efficiency and minimum downtime. Each of our solutions is customized to client specifications, powered by best-in-breed technologies, and is supported by our 24x7 Service Desk of certified Level 1 – Level 3 engineers. AMS delivers IT as a finished product, allowing our clients to focus on their core business with the peace of mind that their critical business support functions are installed, operated, and maintained at the highest level using state-of-the-art tools and expertise.

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Unit Based Pricing

Alliant’s Network Management Assures Network Operations

- 24 x 7 Monitoring of network and server devices, with available application monitoring
- Automated monitoring, ticketing, and response tools with engineering support



COMPLEMENTARY SERVICES:

SmartCare: AMS SmartCare provides a complete solution of technical support for your Cisco network (including advanced security and IP voice solutions) with a single support contract.

Managed Firewall Service: AMS Managed Firewall Service assures that customer production firewalls and VPNs are maintained and properly configured to maximize network security. AMS engineers are available for guidance and execution of all device management, including policy change and release

Service Description	Monthly Device Fee	One-Time Device Setup	
RMM - Basic Monitoring	\$ 25 per device	\$ 150 per device	
- Resource Monitoring	\$ 45 per device		
- Advanced* Monitoring	\$ 65 per device		
ER – Standard (Next Bus. Day)	Category 1	\$ 50 per device	\$ 50 per device
	Category 2	\$100 per device	\$100 per device
	Category 3	\$175 per device	\$175 per device
	Category 4	\$225 per device	\$200 per device
ER – Premium (24 x 7 x 365)	Category 1	\$ 75 per device	\$ 50 per device
	Category 2	\$150 per device	\$100 per device
	Category 3	\$250 per device	\$175 per device
	Category 4	\$300 per device	\$200 per device

* Service discounts, minimums and constraints may apply. Pricing is confidential and subject to change without notice.