

Managed Services

Empower end-users and free your IT staff to focus on meeting mission-critical objectives by utilizing Red River Managed Services solutions.

Gain immediate access to our highly trained IT specialists via our phone, email or web-based ticketing systems – or allow us to craft custom Managed Services solutions to meet your specific needs. Along with high-quality responsiveness that enhances productivity, we provide detailed documentation of IT incidents, requests and problem resolution to give you a comprehensive view of your enterprise's unique technical landscape.

Front-Office Managed Services Support

Red River's well-trained representatives are here to field questions from your end-users regarding desktops, servers (physical and virtual), networking, unified communications, storage as well as back-up and recovery. This frees your higher-level IT professionals from the menial tasks of day-to-day IT support and allows them to focus on their core competencies to address your essential challenges.

Back-Office Managed Services Support

Red River's skilled engineers are available 24/7/365 to respond to advanced technical inquiries from higher-level IT professionals such as System, Network and Database Administrators regarding servers, data centers, network infrastructure, security, storage, unified communications and more.

Onsite Support

Augment your Help Desk and reinforce your technical response team with onsite support from Red River. We can provide skilled onsite staff to deliver Level 2 and Level 3 support, so if an IT issue can't be resolved over the phone or via email, our representative can be at an end-user's desk in just a few minutes.

Cloud Offerings

Red River offers cloud-based services to fit your organization's business needs. We provide these offerings in three models: private, public and hybrid. Understanding the differences among cloud offerings can be overwhelming, and it's through our educational process that our team can help you prioritize your needs. Through our consultative approach, Red River will assess your current environment and provide recommendations on the most effective, scalable cloud-based service. We'll also define a migration and ongoing management and support program to fit your needs; both today and in the future.

DON'T GO IT ALONE

With Red River Managed Services solutions, you have all of the IT support and technical expertise you need to succeed. Whether you need help answering simple end-user inquiries or addressing advanced IT issues, our certified experts are always available to help. Red River uses only best-in-class support tools and we take a multi-vendor approach to Managed Services support, working directly with an array of OEMs to facilitate troubleshooting and follow incidents through to complete resolution instead of simply referring you to the manufacturer. You don't have to go it alone – Turn to Red River for Managed Services solutions to improve end-to-end responsiveness, drive workplace productivity and maximize IT investments.

Focus On Meeting Your Mission-Critical Objectives

Capabilities

- IT Problem Resolution
- End-User Help Desk Requests
- 24/7/365 Support
- Issue Escalation (Levels 1, 2 & 3 Support)
- Advanced Technical Support
- Customized Response Procedures
- Technical Updates & Bug Fixes
- Cloud Service Offerings
- Back-Up & Recovery Support
- System Optimization
- Software, Hardware & Infrastructure Support
- Complete Network Support
- Telephone Infrastructure Support
- Incident Lifecycle Management
- Industry-Specific Server-Based Applications

Key Benefits

- Resolve Technical Issues
- Free High-End IT Staff to Focus on Core Competencies
- Eliminate Day-to-Day Menial IT Tasks
- Reduce Staffing Costs
- Improve Productivity
- Streamline IT Maintenance
- SOC-2 and ISO 9001:2015 certified

Red River

IT DECISIONS AREN'T BLACK AND WHITE. **THINK RED.**

Managed Service Offerings

Red River offers specific modular services to meet your growing IT needs:

- Red River Help Desk - Providing 24/7 Level 1 and Level 2 Support
- Red River Monitor - Adds Environment Monitoring and Block of Service Hours
- Red River Manage - Adds Proactive Services to Monitor Offering, Base for Cloud Services
- Red River Manage Plus - Adds Cisco® Smart Care and Quarterly Business Reviews

About Red River

Red River brings together the ideal combination of talent, partners and products to disrupt the status quo in technology and drive success for business and government in ways previously unattainable. Red River serves organizations well beyond traditional technology integration, bringing more than 20 years of experience and mission-critical expertise in security, networking, analytics, collaboration, mobility and cloud solutions.

Learn more at www.redriver.com.

LEARN MORE

For more information please call 800.769.3060 or visit redriver.com

Follow us on Twitter: [@ThinkRed](https://twitter.com/ThinkRed)

TRUST RED RIVER

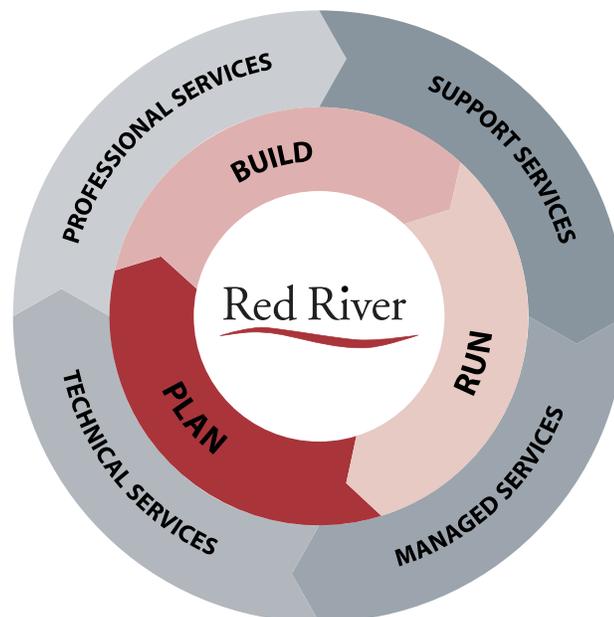
Red River provides a wide array of capabilities and cutting-edge IT solutions designed to solve current challenges, optimize available assets and help you make meaningful IT investments that align with your top strategic goals. Our advanced competencies include Data Center modernization, Network Infrastructure and Security management, and Unified Collaboration and IT delivered where the mission is. We also provide Supply Chain Management along with Professional, Managed and Support Services to enhance your technology solution rollout. Our certified experts have the extensive expertise required to take on your toughest challenges as we work to secure the future of your enterprise infrastructure while lowering costs, reducing complexity and maintaining compliance.

OUR TEAM

Red River employees are highly trained, efficient and ethical professionals taking pride, ownership and responsibility in all engagements with customers and partners. Our team listens and understands your needs, and we match those needs to the best available IT solutions. By working in unison with our manufacturer, service and distribution partners, we deliver quality projects to our customers within time, scope and budget expectations.

A PROVEN APPROACH

The Managed Services team engages our customers using proven three-phased approach: Plan, Build, Run. After assessing your current IT and support infrastructure, Red River engineers work directly with your technical staff to PLAN appropriate solutions and services. We use your approved design document to BUILD custom solutions and services designed specifically to help you achieve your primary goals while addressing your business challenges. Finally, we help you RUN effectively by providing the superior support services and customer care you need to succeed.



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