

MANAGED SERVICES

As an extension of your IT organization, we proactively manage & ensure the performance of your networked environment, directly from our U.S. based 24x7 Network Operations Center.



Increase Strategy



Lower Costs



Enhance Performance



Strengthen Security



Business Continuity



Customer Portal

PROACTIVE MANAGEMENT OF YOUR NETWORK

RACK59'S Proactive Monitoring provides accurate, ITIL-based monitoring of your most critical network environments. This includes a wide variety of technologies such as infrastructure, wireless, voice, video, servers, applications, and cloud. Your team has complete visibility through our client portal, and our approach of "owning" events through resolution, enables you to strategically deploy your resources to support the growth and transformation of your business.

UNWAVERING QUALITY OF SERVICE

Utilizing industry best practices, ITIL processes, and the best tools available, RACK59 will provide best-in-class network performance for your entire environment. Proactive means correcting issues before they impact your applications or users.

WHY PARTNER WITH RACK59 & NETFABRIC?

Our Netfabric partnership provides a high level of tailored experience, skillset and integrity to our solutions. With offices, NOC and engineering staff also located on our campus, we are positioned to support the many needs and services our clients may require. From level one support to senior network engineers, we take a holistic approach to providing services.

MONITOR

- Proactive Monitoring
- Detect and Validate Events
- Incident Notification
- Fault and Performance Events
- Tier 1 Support
- Secure Client Portal and Reports

MANAGE

- MONITOR plus:
- Incident Remediation
 - Configuration Management
 - Vendor/Carrier Coordination
 - Tier 2 and Tier 3 Support
 - Management through Resolution

ADVANCED

- MANAGE plus:
- Problem Management
 - Service & Remote MACD
 - Patch/Release Management
 - Real-time Traffic Analysis
 - Primary Support Engineer