

SMARTtrack Enterprise



SUPERVISION

Comprehensive server monitoring, performance tracking, best practice compliance, governance and system health assurance

MAINTENANCE

Timely patches, upgrades, enhancements, database management and disaster recovery to ensure maximum uptime

ADMINISTRATION

Provisioning of sites and services, permissions management, data migration, backup and restore, feature activation, solution deployment, application integration and more

REPORTING

Delivery of key insights on core operational metrics including utilization, performance, growth and operational effectiveness

TECHNICAL SUPPORT

Resolution of service outages, application errors, functional issues, system failures, access requests and help desk incidents

For more information please visit us on the Web at:

www.binarywave.com

Outsourced Supervision, Maintenance, Administration, Reporting and Technical Support for Microsoft SharePoint Products and Technologies

As SharePoint continues to grow and evolve the amount of time and expertise required to keep all the interrelated components operating effectively presents a severe challenge for even the most skilled IT professionals. There simply are not enough hours in the day to service end users, maintain existing applications, plan for upgrades and bring new systems online.

BinaryWave can help improve the effectiveness of your IT operations by assuming responsibility for the daily maintenance and administration of your entire SharePoint environment. From small farms to globally distributed deployments, we have the knowledge and expertise to resolve any issue. By proactively monitoring your SharePoint ecosystem and ensuring compliance with recognized best practices, we can reduce downtime, improve responsiveness, and deliver exceptional service to end users.

Take action now – get on the SMARTtrack with BinaryWave!

Focus on Priorities not Problems

SMARTtrack enables your existing staff to offload the responsibility for SharePoint maintenance, administration and support to a dedicated team of highly-skilled technicians. Instead of worrying about server uptime, patches, upgrades, end-user service requests, permissions, database growth, and a myriad of other issues, IT personnel can focus on delivering new initiatives and implementing strategic objectives.

SERVICES INCLUDED

- End-user technical support
- Security and permission management
- System administration and maintenance
- Patches and upgrades
- Server deployment
- Content migration
- Service provisioning and configuration
- Data protection and disaster recovery
- Proactive performance monitoring
- System health checks
- Server management and issue resolution
- Summary and detail reports on critical system metrics
- Establishment and enforcement of best practices
- Implementation of governance policies and procedures
- Technical knowledge base
- Self-help instruction and tutorials
- Installation of third-party tools and utilities