

# SMARTtrack

## Dedicated Supervision, Maintenance, Administration, Reporting and Technical Support for Microsoft SharePoint® Products and Technologies

As SharePoint has grown from a team collaboration tool into a feature-rich enterprise application platform, the costs and complexity associated with operating, maintaining, optimizing and supporting it have increased exponentially. Skilled resources are hard to find, train and retain. New functionality adds end-user complexity and increases help-desk call volume. Critical initiatives get delayed as existing staff struggle to keep pace. You need help – fast – from experts who understand SharePoint at an enterprise level.

### A New Approach

**BinaryWave**, the global leader in SharePoint managed services, has created a SharePoint support and administration solution to address the needs of customers with complex mission-critical environments. **SMARTtrack Enterprise** streamlines operations and reduces costs by assuming responsibility for the overall maintenance and administration of your SharePoint environment no matter where it's located – on-premise, hosted or in the cloud. Covering the entire spectrum from high-level farm management to individual user support, our team of dedicated SharePoint experts provide unparalleled service and support for every type of environment.



### Experience You Can Trust

**BinaryWave** has focused exclusively on Microsoft SharePoint Products and Technologies for nearly a decade. From independent ISV's to multinational corporations and the public sector, our highly-skilled engineers have experience with a wide range of deployment scenarios. We work hand in hand with your existing IT staff, help desk, vendors and service providers to deliver end-to-end support from the data center to the desktop.

**SMARTtrack Enterprise** provides a dedicated team of support resources focused on meeting and exceeding your service level commitments. By proactively monitoring your SharePoint farm and ensuring compliance with recognized best practices, we can help reduce downtime, improve performance, and ensure operational reliability.

#### 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

**LOCATIONS**

**UNITED STATES**

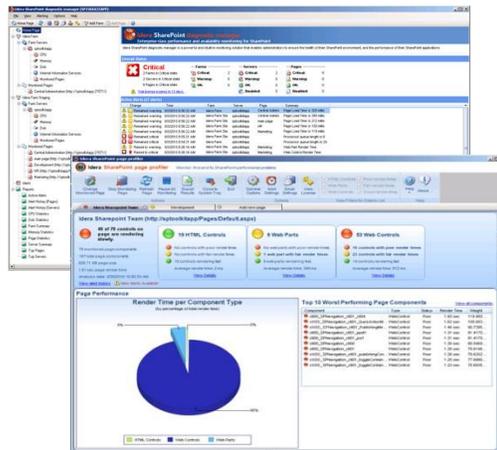
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**Measurable Results**

Monitoring and measurement of key farm components are critical aspects of maintaining a functional SharePoint ecosystem. We proactively monitor dozens of critical metrics in order to insure that potential issues are identified and addressed before they can impact the user experience. Executive dashboards provide at-a-glance system status and overall health information. Detailed reports give stakeholders a wealth of data to help plan new initiatives and identify growth trends. Automated alerts insure rapid response to critical system issues and help minimize downtime.



With **SMARTtrack Enterprise** internal staff can focus on delivering new initiatives and implementing strategic objectives without worrying about server status, response times, service packs, updates, end-user support requests, database maintenance or a myriad of other issues.

- Performance monitoring
- Routine health checks
- End-user technical support
- Help-desk integration
- Farm administration
- Database maintenance
- Governance and compliance
- Self-help tutorials
- Permissions management
- Search configuration
- Solution deployment
- Policy enforcement
- Log analysis
- Site provisioning
- Service Application management
- Patches and updates
- Disaster recovery
- Content migration
- Auditing and reporting

**Get Started Today!**

**Microsoft Certified Professionals**

**Dedicated Support Team**

**Global 24 x 7 Coverage**

**Rapid Response Guarantee**

**You Build It. We Support It.**

For more information please visit

us on the Web at:

[www.binarywave.com](http://www.binarywave.com)