

# SMARTtrack

## SharePoint® Supervision, Maintenance, Administration, Reporting and Technical Support for Small to Medium Sized Businesses

As SharePoint continues to grow and evolve the amount of time and expertise required to keep it operating effectively presents a severe challenge for companies with limited IT resources. 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**, the global leader in SharePoint managed services, has created a SharePoint support and administration solution tailored exclusively for small to medium sized businesses. **SMARTtrack Professional** 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.

From small farms to globally distributed deployments, we have the knowledge and expertise to resolve any issue. By proactively monitoring your SharePoint farm and ensuring compliance with recognized best practices, we can reduce downtime, improve responsiveness, and increase productivity.



## Experience is the Difference

**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 staff and service providers to deliver end-to-end support from the data center to the desktop.

As your needs evolve and the complexity of your environment increases, **SMARTtrack Professional** grows with you. From occasional on-call troubleshooting to around-the-clock coverage, our team of experts will be there to help every step of the way. Whatever the situation, no matter how large or small, local or worldwide, **BinaryWave** can help ensure the performance, security and reliability of your SharePoint ecosystem.

### 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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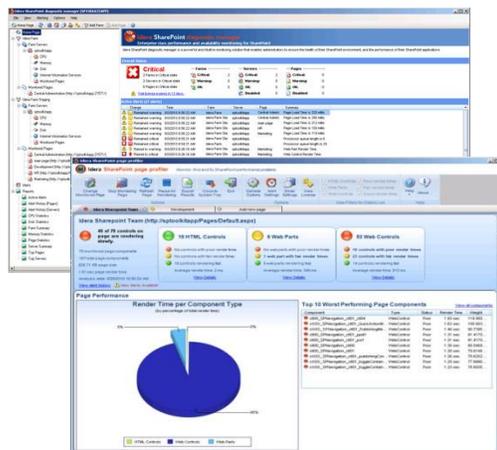
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**Measurable Results**

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 Professional** 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.

**SERVICES**

- Proactive performance monitoring
- Routine health checks
- End-user technical support
- Database maintenance
- Governance and compliance
- Permissions management
- Search configuration
- Solution deployment
- Site provisioning
- Log analysis
- Application management
- Policy enforcement
- Patches and updates
- Backup and restore
- Auditing and reporting

**Get Started Today!**

**Affordable pricing plans to fit any size environment**

**24 x 7 Worldwide Coverage Available**

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

For more information please visit us on the Web at:

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