

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

