

MANAGED SERVICES

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We pride ourselves on providing exceptional Managed IT services to our clients. Our team believes that the way to build trust and a long-term client relationship is by ensuring that expectations are crystal clear, making our work transparent, and being great communicators.

STAR KNOWLEDGE MANAGED SERVICE OFFERINGS

Application Maintenance and Support

- ▶ Application Support
- ▶ Performance Management
- ▶ Application Management

Network Management

- ▶ Appropriate Monitoring of network resources
- ▶ Fault Management Services
- ▶ Security management Solutions
- ▶ Expanded Bandwidth Management

Database Management

- ▶ Architecture Design
- ▶ Administration and Monitoring
- ▶ Performance Tuning
- ▶ Patch Management
- ▶ Security Management
- ▶ Backup and Recovery Management
- ▶ Database Upgradation and Migration



Help desk Support

- ▶ Open-to-close incident management
- ▶ Multiple contact options: web portal, e-mail and dedicated toll-free number directly to the help desk.
- ▶ Initial confirmation response to customer requests
- ▶ Fast response from our knowledgeable and professional staff
- ▶ Dispatch services for field technicians
- ▶ Incident escalation and coordination
- ▶ Standard monthly reports include, for example: Avg Call Handling Time, Avg Speed to Answer, First Contact Resolution, Ticket Types, Severities and Locations.
- ▶ Cross-functional process integration following the ITIL framework

STAR KNOWLEDGE KEY CUSTOMER BENEFITS

 Oversight	 Disruptions
 Budgeting	 Leverage

PARTNERS



Star Knowledge offer the comprehensive IT solutions you need to streamline your business and ensure your organization is always running at its full potential.