



EVOLUTION OF TECHNOLOGY

As technology evolves and influences our lives, it becomes important to appreciate its role helping people work and businesses flourish. Fibersphere's business-driven IT Management Services reduces the complexities of management tasks while making businesses more responsive and efficient organizations. >>

>> Business managers face the challenge of running their businesses efficiently while reducing the overhead associated with IT management costs.

To accomplish that goal requires an infrastructure that is optimized, reliable, secure and responsive.

With a centralized approach to IT service delivery, business managers are able to better manage costs, improve operational performance and resiliency, enabling them to respond to their business needs.

We achieve these objectives by delivering Managed Protection Services which goes beyond simple event monitoring and device management by implementing an intelligent, proactive IT resiliency strategy—ultimately lowering overhead costs while increasing efficiencies and reliability.

>> Businesses today require a high degree of network connectivity and a dynamic mobile environment in order to conduct business efficiently and securely.

By focusing on business accessibility, mobility and resiliency, enables a highly productive working environment, while dramatically reducing the threats of data loss, virus attacks and security breaches.

Implementing a best practices approach to business resilience and security optimizes productivity.

Secure data backed up via your existing network to our off-site storage systems—this pay-as-you-use subscription service includes the software and operational support you need to quickly implement a cost effective, best practices-based data protection strategy.

>> We believe it's time to start thinking about a dynamic infrastructure—taking a re-centralized approach to IT service delivery with a computing model that's more efficient and better positioned to align IT with your business goals, offering the support necessary to secure a competitive edge for your business.

We are raising the bar in accountability with performance, reliability and security by ensuring business continuity, and compliance laws such as Sarbanes-Oxley and HIPAA regarding data security and privacy.

Our clients can rest assured that their IT infrastructure is secured with preemptive protection from the most critical threats—known and unknown—by delivering an elevated standard for accountability in helping organizations minimize risk and controlling escalating security costs.



MANAGED PROTECTION SERVICES

Fibersphere's Managed Protection Services help deliver expert monitoring, management and incident escalation for your IT infrastructure 24/7/365.

- » Managed Protection Services for Networks. 24/7/365 protection and expert management, monitoring and escalation for networks spanning firewall, intrusion prevention, antivirus, antispam, security updates and VPN capabilities found in our suite of protection solutions.
- » Managed Protection Services for Servers. Real-time, 24/7/365 protection and live, expert management, monitoring and escalation for critical server devices across a variety of platforms and operating systems.
- » Managed Remote Data Protection. Data is automatically backed up via your existing network to our offsite storage systems. This pay-as-you-use subscription service includes the software and operational support you need to quickly implement a best practices-based data protection strategy.

Fibersphere's expert team of engineers have managed and monitored networks for more than a decade. Providing support under a simplified contract structure, we can help you meet service level expectations and act as a trusted advisor to your IT organization.

Fibersphere's role will be to manage the most critical functions of your information technology infrastructure and operations, including:

- Systems Monitoring
- Firewall Protection
- Intrusion Prevention
- Managed Antivirus Updates
- Managed Security Updates
- Remote Access Management
- Escalation Response
- Offsite Data Protection

“Since inception, our founding objectives were based upon the principle of empower businesses to make informed decisions, while increasing productivity and improving cost efficiencies.”

» David Bell, Founder and CEO, Fibersphere Communications, Inc.



MANAGED SUPPORT SERVICES

Fibersphere handles all of the day-to-day back-office systems and IT operations, allowing you to continue to focus on what your business does best. >>

Our Managed Support Services is designed to establish a single point of accountability and a simplified contract structure intended to be highly responsive to your mission critical needs.

When it comes to IT support, the advantage of having a provider you can rely on, especially in complex situations is indispensable, especially when reinforced by a knowledgeable support team responsible for shouldering the burden of diagnosing and resolving problems.

Given our proven experience and long track record of managing complex IT environments and creating innovative maintenance solutions, you can leverage our insight to resolve your specific challenges.

- Single Point of Accountability
- Improve Business Productivity
- Consistent Service Levels
- Incident Response Assurance
- Live Help Desk Support

By streamlining problem identification and resolution across your environment helps to reduce downtime, it also enables our engineers to watch for long-term opportunities to reduce outages and to work closely with you to introduce proactive improvements.

Accelerated response times and rapid resolution solutions are achieved by gathering detailed specifications about your IT operations and assembling the collected data into our automated systems, enabling engineering and support staff with instant access to vital information:

- >> [Topological Diagrams](#)
- >> [Server Functions & Roles](#)
- >> [Historical Knowledge Base](#)
- >> [System Configurations](#)
- >> [Monitoring Systems](#)
- >> [Detailed Incident Logs](#)



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