



Managed Services

24x7x365 IT Infrastructure Support

CBTS—A Trusted IT Partner to Support Your Technology Infrastructure

CBTS Managed Services delivers operational excellence and removes the day-to-day infrastructure monitoring and management responsibilities from your IT resources. Our SLA-based Managed Services ensure that the technology environments and applications we support have an established service level tied with incident response and resolution.

CBTS Managed Services Offerings

IT Infrastructure Monitoring

Scheduled and automatic checks of clients' IT and communications infrastructure

IT Infrastructure Monitoring and Management

Monitoring services, plus advanced troubleshooting, repair, and changes to clients' IT and voice infrastructure

CBTS Differentiators

- CBTS leverages its experience in supporting many Fortune 500 enterprises to provide world-class managed services to businesses of all sizes. Through our white-glove service model, we deliver value added services including:
- Change, incident, and service delivery managers integrated with your team
- Tier 4 advanced infrastructure design and build engineers
- Tier 2 and Tier 3 engineering support
- Tier 1 log and route capability
- ITIL-based processes and fully integrated monitoring and service management platforms
- Flexible service catalog and delivery options
- Strategic partnerships with industry technology manufacturing leaders

Client Benefits

- Constant monitoring of critical systems and components
- Latest monitoring technology without upfront capital costs and risks
- Access to CBTS' certified and experienced engineers
- Enables clients' internal IT resources to focus on more strategic initiatives
- Predictable operational costs
- 24 x 7 x 365 support for detection and resolution of issues

Cloud, covered.



Managed Services

24x7x365 IT Infrastructure Support

Our state-of-the-art Enterprise Network Operations Center (ENOC) monitors devices and manages service requests 24x7x365

Managed Infrastructure

The CBTS Managed Services group frees your resources from day-to-day infrastructure management and allows them to focus on your business-critical initiatives. Our dedicated operations experts can manage your entire IT and communications infrastructure including:

Server

- OS Support for Windows and Linux (Ubuntu, RedHat, and CentOS)
- Administrator Account Management
- Incident Remediation
- Anti-Virus Management
- Coordinate Break/Fix Services

Network

- Authentication, Authorization, and Accounting
- Configuration Management
- Incident Remediation
- Coordinate Break/Fix Services

What's Available?

Server

Microsoft Windows Server	X
Linux Server	X
Unix Server	X

Network

Router	X
Switch	X
Firewall	X
VPN	X
Load Balancer	X
Wireless	X
IPS/IDS	X

Voice Only

Cisco Telephony Physical Server	X
Cisco Telephony Application	X
Voice Gateway	X
Switch	X
Analog Gateway	X

CBTS monitors and manages over 1.5 million infrastructure devices. Contact us today and start experiencing the peace of mind that comes with partnering with CBTS.

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