

Managed Platform Service

What is a Managed Platform Service?

Managed Platform Service (MPS) is a service offering designed around each customer's unique networking and information technology requirements to provide a remotely managed capability secured by a service level agreement. RelianceNet provides MPSs for various types of clients: those who need to supplement their existing IT staff, those who need outsourced support on a project or task basis, and those that don't have an IT staff at all.

If your full-time staff doesn't include a dedicated IT professional, the task of network management probably falls on one or more employees - employees that also serve other roles in your organization. These employees face several challenges including lack of technical training and limited time to dedicate to technology issues. Time spent reacting to problems never allows for proactive management. Our MPS offering manages your technology for you, allowing you to focus on your core mission and goals instead of IT challenges.

The Benefits

Customized Solutions for Each Organization's Unique Needs

Our service offerings are flexible, allowing customers to choose the amount and type of support that is needed through a pre-scheduled program. In addition to the proactive remote management provided in our MPS offering, we can also provide professionals on-site at your office on a daily, weekly, or even monthly basis.



Access to all Levels of Certification and Specialization

Whether you need one professional or ten, RelianceNet dedicates people to your organization to work with you consistently, allowing us to get to know your company and its unique needs. Our staff offers certifications and specializations in different areas of technology, so if new projects come up that require unique expertise, we will dispatch those professionals to work side-by-side with your dedicated group. Our philosophy is to work as a team - giving you access to a cross-discipline of technical expertise.

Proactive Technology Management – Saving You Time

We monitor your network and ensure that your systems and servers are operating efficiently. We troubleshoot for potential issues to help you avoid costly problems down the road.

Better Hourly Rates & Benefits – Saving You Money

Our MPS offering includes preferred hourly rates for out of scope support, allowing you to keep your costs in line with your technology budget. We also offer emergency support and guaranteed response times.



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Services

Managed Platform Services

- Proactive Management
- Network Monitoring
- Helpdesk & User Support
- Security & Virus Protection
- Backup & Disaster Recovery
- Email Messaging & Collaboration
- LAN/WAN
- Remote Access
- Emergency Support
- Vacation Relief

Professional Service Engagement

- Technology Auditing & Assessment
- Business Technology Alignment
- Technology Migrations
- Infrastructure Design and Implementation
- Project Management

Time & Materials Engagement

Web & Application Development

- Site Development
- Ongoing Site Maintenance
- Application Design & Development

Product Consulting & Acquisition Management

- Online Ordering & Procurement Management