

CBTS Managed Services

Why are more companies moving to managed IT services?

Effective IT management is more critical than ever due to rising technology costs, skill gaps, staffing shortages, and an increasingly dangerous threat landscape.

Managed services offer a cost-effective alternative to in-house IT teams by lowering infrastructure and staff expenses and converting fixed IT costs into variable ones. Additionally, businesses can concentrate on core operations and innovation instead of complex IT decisions and mundane management issues.

Managed services at a glance



80+ supported applications and services



Nearly 3,000 customer accounts



100,000 configurable devices



4,000+ managed internal and external identities



56,000 approximate customer locations

Benefits of CBTS Managed Services

- Lower costs through reduced need for in-house IT resources
- Outsource IT tasks to focus on mission-critical business
- Access to industry-leading experts and the latest technology
- Improved compliance and security measures
- Scalable IT services to match business needs
- Enhanced efficiency and better uptime
- Single-pane-of-glass dashboards for co-managed or fully-managed experiences
- 24x7x365 monitoring and management
- Pre-approved first response, immediate, and automated alert ticketing
- Cradle-to-grave client portal tracking remediation
- Coordination with third-party support

The CBTS Managed Services portfolio

Cloud solutions: Includes public, private, and hybrid models, cloud infrastructure services, cloud security, and cloud application development.

Networking: Design, implementation, and management, including SD-WAN, and traditional LAN/WAN technologies.

Cybersecurity: Includes threat detection, response, vulnerability management, managed patching, and compliance.

Data center management: Technologies including virtualization from VMware and servers.

Digital workplace: Solutions integrating voice, video, data, and mobile applications to enhance collaboration across organizations.

Storage solutions: Including SAN, NAS, and cloud storage solutions to ensure data availability and integrity.

Application services: From application modernization, management, and migration to custom integration, development DevOps, and managed staffing services.

SLA-Based Managed Services



CBTS key managed services tools and platforms

Enterprise network operations center: CBTS leverages its enterprise network operations center for 24x7 monitoring and management. Qualified and experienced professionals use advanced tools for monitoring, troubleshooting, and managing services.

Cloud-native and industry-standard tools: For managed cloud solutions, particularly on platforms like AWS, CBTS integrates cloud-native and industry-standard tools, ensuring comprehensive management that aligns with best practices and client-specific requirements.

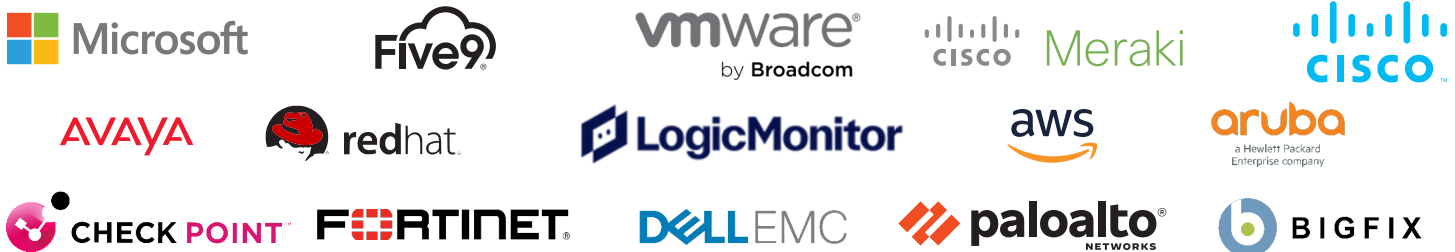
Hyperconverged infrastructure management tools: Manage compute, storage, and networking functions in a unified manner, simplifying the IT infrastructure landscape and enhancing performance.

Managed security tools: CBTS employs a suite of security tools, including threat detection and response systems, vulnerability and patch management software, and multi-factor authentication systems to maintain a robust security posture.

Automated management and orchestration tools: These include infrastructure tools such as code, orchestration, containerization, and CI/CD processes, which help automate and optimize various IT operations.

Asset and contract management portal: The online portal allows clients to manage all hardware and software assets, view and manage support contracts, and access comprehensive dashboards and detailed reports.

CBTS is a certified partner of 300+ industry-leading OEMs, including:



Why choose CBTS for managed solutions?

Partnering with CBTS allows companies to reduce overhead and focus on growth, backed by a proven track record with Fortune 500 and Global 2000 companies.

- Over 800 certified engineers worldwide with a global presence in North America, the UK, and India
- Flexible and scalable IT operations
- 24x7x365 support

The CBTS methodology

Engaging CBTS to address your IT management challenges involves a structured approach that meets your needs effectively. A typical partnership includes these steps:

1. **Initial consultation** to discuss IT challenges and objectives.
2. **Assessment** of your IT infrastructure to identify improvements.
3. **Solution design** to address critical challenges.
4. **Proposal and agreement** on the solution and implementation plan.
5. **Implementation and integration** by CBTS experts.
6. **Ongoing management and support** to ensure long-term success.
7. **Review and optimization** of IT solutions to meet evolving needs.
8. **Strategic advisory** services for future technology planning and growth support.

CBTS follows these steps and leverages its extensive expertise and technology partnerships to ensure a comprehensive approach to solving IT management challenges. **Contact us today.**

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