



Enterprise Engineering

Enterprise Engineering Services offer custom technical solutions for your business, combining proactive maintenance and on-demand support. A dedicated Enterprise Systems Engineer (ESE) will partner with you to manage your needs, providing strategic advice and helping to develop technical roadmaps that align with Thrive's NextGen managed services. This service creates an ongoing technical partnership to support your success.

Our Enterprise Engineering team will act as a technical partner for services managed within Thrive. Collaboration with supporting teams (Networking, Security, etc) will take place as needed to ensure optimal consultative and technical outcomes.

Key deliverables of the Enterprise Engineering Service are:

Discovery

- Develop and maintain a deep functional knowledge of client's business operations, goals, technical challenges, and critical infrastructure for subscribed services

Assessment

- Attend and actively participate in technical business conversations in alignment with client's business technology drivers
- Review current technology trends and offer solutions to address and remediate potential problems
- Assess business risk and potential opportunities within their IT environment and provide technical solutions and mitigation recommendations
- Assistance with cyber insurance compliance
- Assistance with vendor selection and technology services planning

Management

- Immediate escalation contact for emergency issues
- Proactive review of managed infrastructure resource utilization
- Oversight of subscribed Thrive services

Strategy

- Provide technical guidance for strategic technical road mapping
- Mitigate risk, and provide technical solutions in alignment with Client's unique business challenges and requirements
- Advisement on new technology platforms

(continued)



"Our team was faced with a significant migration project and we sought out an experienced partner to help us make the process seamless and be available as an extension of our internal team for support when needed. **Thrive ended up being the partner we were looking for – and more.**"

Christopher Dukes
VP of Information Technology, Aspen Surgical

TAKE THE NEXT STEP

To learn more about how Thrive can help your business, please visit thrivenextgen.com



Asset Visibility

- Discovery of client network devices and servers
- Visibility into services and impacting events
- Historical view of changes within the environment

Emergency Incident Management

- Ability to escalate an incident to appropriate resources quickly
- Engagement of Escalation Management services

Service Details

- Monthly increments of 8, 12, 16, and 20 hours available
- Hours can be expanded upon request

About Thrive

Thrive delivers global technology outsourcing for cybersecurity, Cloud, networking, and other complex IT requirements. Thrive's NextGen platform enables customers to increase business efficiencies through standardization, scalability, and automation, delivering oversized technology returns on investment (ROI). They accomplish this with advisory services, vCISO, vCIO, consulting, project implementation, solution architects, and a best-in-class subscription-based technology platform. Thrive delivers exceptional high-touch service through its POD approach of subject matter experts and global 24x7x365 SOC, NOC, and centralized services teams. Learn more at www.thrivenextgen.com or follow us on [LinkedIn](#).