

Managed Services

IMPROVE SERVICE. MANAGE COSTS. REDUCE RISK.

Your infrastructure serves as a launch pad for innovation, processing critical transactions and operations, gathering and housing data and protecting corporate information.

Retaining the skills to properly administer and support the systems at the bedrock of your business is critical, yet it cuts into the budget and resources you have to work on new products and services that give you a competitive edge.

Mainline Managed Services works in cooperation with your IT organization to give your core systems the daily attention they need. We prioritize responsiveness, clear communication, and best practices to make sure all bases are covered, from updates and patches to backups, system administration, and monitoring.

A Flexible Team on Flexible Terms

Mainline Managed Services allow you to mix and match skillsets to form a virtual dream team, freeing you from the restrictions and risk associated with a single outsourced provider or employee. Our engineers can augment, cross-train, or lead your IT support team. Take control of operational costs and fill personnel gaps by selecting the skills, commitment level, and duration that works for you.

Consider Mainline Managed Services if you are experiencing:

- Skill gaps due to disparate systems
- Transition to new technology
- Diminishing legacy systems skills
- Increasing compliance requirements
- Resource and budget constraints
- Short-term needs due to strategic projects, retirement, or turnover
- Performance challenges or audit failures

Why Mainline?

Mainline's dedicated Managed Services team is made up entirely of U.S.-based engineers who have passed comprehensive background checks and skill tests. Mainline's services organization further extends our skill sets across multi-disciplined solution areas. Should your project call for offshore resources to reach your budget goals, Mainline's stateside leadership will remain involved to ensure your project runs smoothly.

Missed details could leave your organization paying the price in terms of poor performance, outages, and even security breaches. Don't sacrifice operations for innovation when you can have both. Call Mainline today to construct a Managed Services environment tailored to your needs.



Remote Technical Support
(REACT)



Remote Systems Administration
(SUPPORT)



Enhanced Systems Management
(MAINTAIN)



Mainline Managed Services

- Virtual systems support
- Proactive services
- IT Systems Management and Administration
 - Open, Distributed, Mainframe, Linux, AIX, Hyperconverged, Legacy systems and Storage
 - OS, DB, Tools, Middleware and Virtualization
- Multiple HW products and OS types on one contract
- Partial or multiple resources
- Backup and DR assistance/management
- Networking
- Reporting & monitoring

Also Available to Our Managed Services Clients

- Cloud and hosting migration and management.
- 24x7 support for operating systems and middleware with access to our web ticketing system and toll-free help line.

To learn more, call us toll-free at 866.490.MAIN(6246) or speak with your Mainline Account Executive.

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