



MANAGED SERVICES



CHALLENGES OF THE MODERN IT LANDSCAPE

Traditionally, maintaining an IT infrastructure meant having a small IT department or calling up a maintenance expert who would come in to “fix” the issues. However, with today’s complex IT environments, enterprises need IT support 24X7 with expertise in advanced technologies. Whether companies use their in-house, on-premise data centers or cloud environments, keeping all the infrastructure, applications, software and hardware performing at optimal levels at all times can be tough.

IT departments or organizations are required to keep applications running smoothly and consistently at all levels and stay current with periodic application upgrades. These activities, however, take up a significant chunk of the IT department’s time, taking away their focus as well as time from strategic activities that enable growth. The pressure on in-house IT departments is enormous if there is a contingency or an issue that could mean a major upheaval in regular business operations.

With a competent managed services partner, companies can always be ready to handle any such disruptions, big or small. They can contract out every single IT-related operation, from purchase through set-up, implementation, maintenance, and complete management. With XTGlobal’s high-performance IT environments, enterprises can get support, technologies and tools for all IT environments to suit their needs at the lowest price possible.

2 Months of Free Trial Support!

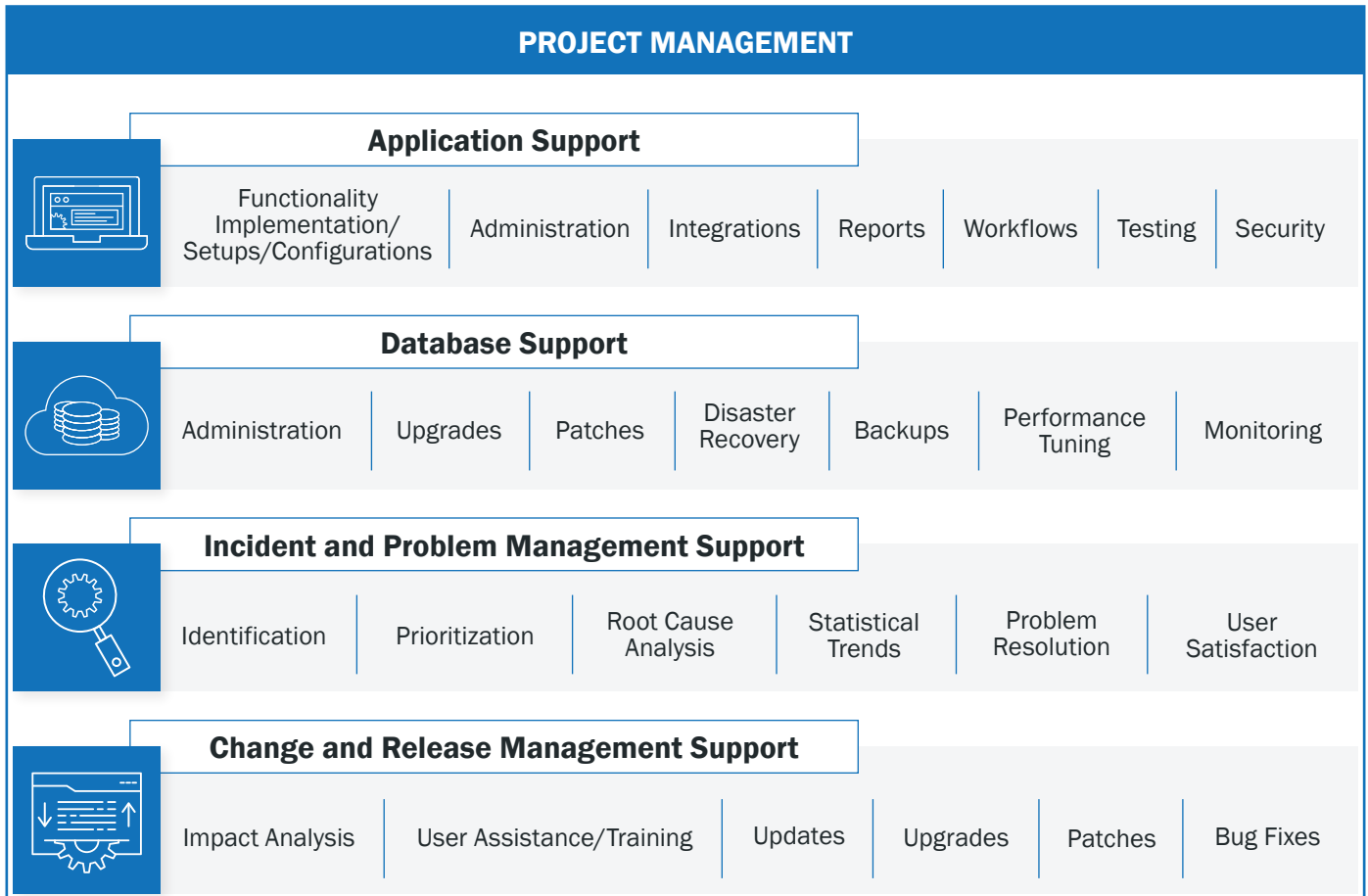
Get 100 hours of Managed Services Support+ 20 hours of Development Support Per Month

Absolutely Free for Two Months*

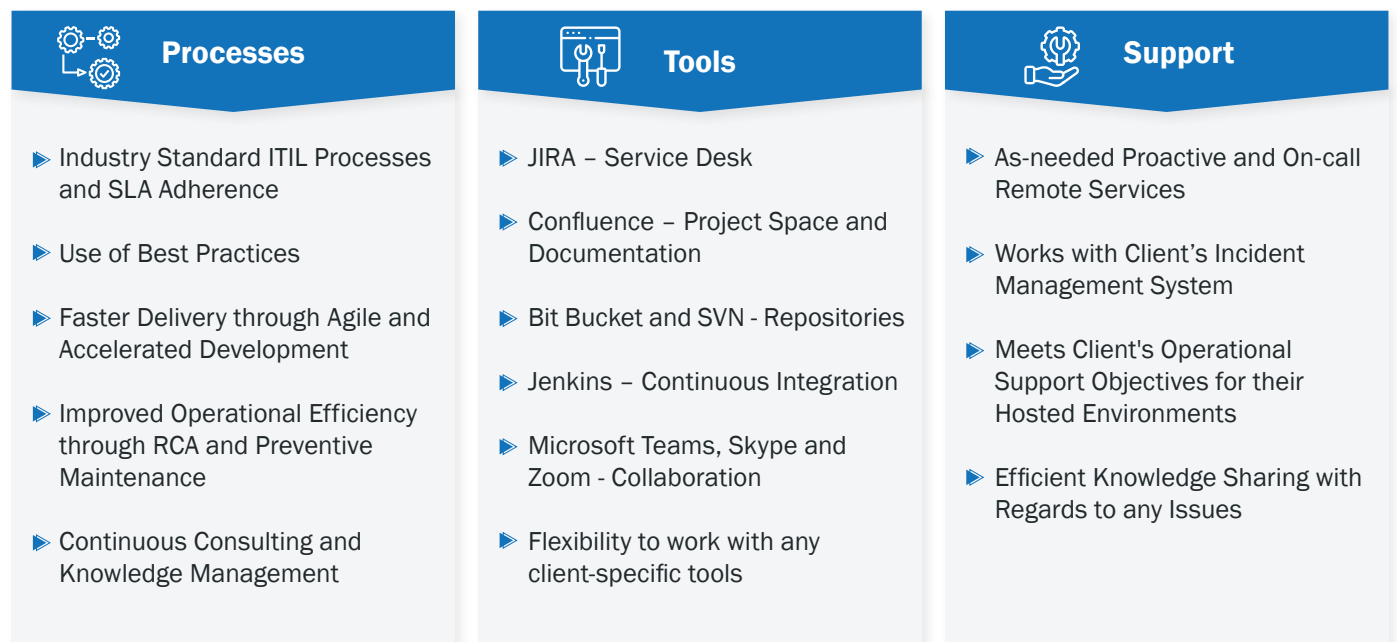
XTGLOBAL'S MANAGED SERVICES

Responding to change is more important than just reacting to it. A proper response is elicited only when every single behind-the-scenes aspect is strong in its core which is possible through end-to-end support. XTGlobal's support and managed services enable you to anticipate changes in the future so that you are prepared for them on every level.

XTGlobal's suite of managed services can be configured to manage and support your enterprise applications. As an Oracle and Microsoft Partner, XTGlobal has profound knowledge and experience in all versions of on-premise and cloud applications to help you get the best out of them.



OUR VALUE PROPOSITIONS



VALUE-ADDED STRATEGIC PARTNERSHIPS

Over the years, XTGlobal has built talent resources and infrastructure at its US as well as Indian offices to help companies gain competency as well as cost benefits. Our strategic partnership models with end-to-end integrated services are flexible, scalable and reliable, giving you a competitive advantage in terms of direction and approach. Our solutions are based on expertise in all types of environments (on-premise, cloud, hybrid) and extend from routine maintenance to infrastructure management, software/hardware upgrades, disaster recovery, network operations, data processing, security services, automated business processes, and remote application support.

XTGlobal's Managed Services will improve your operational efficiency while cutting down on costs by as much as 70% through its offshore delivery centers

RESOURCES

Our end-to-end Managed Services give you access to SMEs that are trained and certified in Oracle and Microsoft processes. Our integrated portfolio of technology expertise added with dedicated resources will meet all your IT requirements, regardless of complexity.

SECURITY AND COMPLIANCE

As a CMMI Level 3 and SSAE Type II certified company, you are assured of the highest level of compliance in all our processes. We will ensure minimum downtime with constant monitoring, management, as well as advanced backup & recovery options.

LOWERED COSTS

Follow-the-Sun approach through our world-class development centers in India can help to manage and reduce your costs with affordable monthly fees for all maintenance, monitoring and upkeep, keeping your budget in control.

SERVICE LEVEL OBJECTIVES

We maintain consistent levels of service through well-defined SLAs for issue resolution. Our application availability, response time, resolution rate and application maintenance can be gauged through advanced reports and metrics.

LOWERED RISK

With our consultative approach that is based on best practices, you get maximum application security with proactive optimization, continuous monitoring, stabilization, regular auditing and preparedness testing.

SCALABILITY

Our scalable, reliable and flexible infrastructure and resources, as well as software and hardware support will help you handle surges in demand, with consistent and dependable performance under any conditions.

METRICS AND REPORTING

Advanced reporting and metrics capabilities at weekly, monthly, and quarterly intervals allow you to check on the performance of your solutions real-time with 24X7 support.

CHOICE

XTGlobal gives you the choice of the best tools, frameworks, applications, and solutions to derive maximum value for your investment by using only as much as you need on pay-as-you-go basis.

CONCLUSION

Handling thousands or even millions of users across continents is possible only by dynamic businesses that are built upon advanced, agile technologies. Complex implementations, integrations, operations, hardware, software, networking, and other systems make up this agile enterprise. Exceptional user experience can be made possible only when these different technologies work in unison. A support partner that understands the technicalities of these systems will enable an enterprise to reach its goal of digital transformation effortlessly and with minimal disruption.

Let XTGlobal be that partner and handle all the intricacies to manage and maintain your technological ecosystem in a state of best performance.

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+ 20 hours of Development Support Per Month

Absolutely Free for Two Months*

* Includes Functional and Technical Support for ERP, HCM and SCM Resources

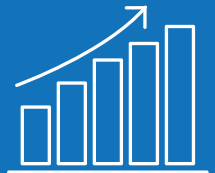
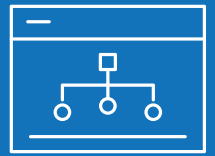
READY TO ENHANCE YOUR IT CAPABILITIES?

CONTACT US TODAY

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“ Operational gaps and bottlenecks can be positively overturned by outsourcing predictable and repeatable processes to a reliable support provider. ”



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