KEYSTONE | Complete

softchoice

Long-term Operational Simplicity

After implementing new technology, the challenge begins. Organizations must retrain, repurpose or redeploy staff to address issues and continue to update certifications and skills to manage the environment. With this in mind, Softchoice developed Keystone Complete with the sole purpose of enhancing day-to-day technology operations to enable organizations to focus their effort on business impacting priorities.

Achieve Long-term Operational Goals

Keystone Complete provides long-term operational simplicity for your environment based on an ITIL delivery framework and staffed by an always-on, highly certified team called the Keystone Technical Support Center (KTSC). The KTSC improves SLA achievement through reactive incident management while embracing a proactive strategy related to the infrastructure, allowing for higher up time and continual service improvement.

Keystone Complete is delivered through three key services:

Reactive Services: Helping your people focus on projects that move company goals forward, to gain an advantage in the marketplace. Partnering with Keystone to manage issues while enabling guidance and mentorship around new technologies.

Proactive Services: Fast track to ensure a more proactive stance related to your infrastructure through 24X7 Event Management, Managed Monitoring Platform, Release and Change Management (MACs).

Strategic Services: Achieve alignment to the long-term vision of where your business is going through technology outlook sessions, dedicated relationship management and quarterly deep dive service reviews.

About the Softchoice KTSC:

- 24x7x365 Live answer response
- Advanced technology and industry certifications
- Bilingual service
- Multichannel support (Web, phone and email)
- Centralized North American Global Support
- Ability to escalate to field services

"Softchoice provides management and monitoring capabilities that were prohibitively expensive to run in-house. Softchoice gives us 24x7x365 visibility and support of our managed systems."

– **IT Manager, Large Enterprise**

Reactive Services

- Incident & escalation management
- Configuration mentorship
- Third-party escalation
- Problem management
- Advanced parts replacement (optional)
- Monthly service reporting

Proactive Services

- Managed monitoring platform
- Availability & performance monitoring
- Monthly insight reporting
- Inventory tracking
- Contract & vendor management
- Alert validation & resolution
- Release management
- Change management (MACs)

Strategic Services

- Relationship management
- Web-based portal
- Premier internal escalation
- Growth & performance analysis & planning
- Technology outlook sessions
- Quarterly service analysis & SLA reviews

Supported Technologies

Vendor	Device Type	Monitor	Essential	Complete
Cisco	Router	•	•	•
	Switch	•	•	•
	Wireless AP	•	•	•
	Wireless Controller	•	•	•
	Firewalls/Security	•	•	•
	UC	•	•	•
	UCS Servers	•	•	•
Microsoft	Hyper-V	•		
	Server 2003R2/2008R2	•		
VMware	ESX Server	•		
X86 Servers	Intel	•		
	AMD	•		