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Network Monitoring & Managed Services with Appdirect

September 2023

What's happening in the market?

Security, reliability, and performance are top of mind

Always on Culture
requires 24×7×365 availability

1 minute of downtime =
up to **$10k** in lost revenue &
productivity

Downtime & data loss
negatively impact brand
reputation and customer
experience

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Staffing and tool configuration are difficult

RESOURCE & SKILLS GAP

Demanding **consistent responsiveness** with minimal idle periods for staff and maintaining the **necessary skills** makes doing it on your own challenging.

LACK OF VISIBILITY

Having your network information scattered across multiple tools makes it challenging to get a comprehensive view. Your staff, stakeholders, and vendors need to have the right information to **identify the scope and root-cause** of IT issues

LACK OF A CENTRALIZED TOOL

Configuring, integrating, and maintaining the necessary tech stack to **monitor, report, view,** and **manage network health** can be costly and time-consuming.

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The right tools and team enable you to **proactively identify and address potential issues** before they escalate into major problems.

This helps **minimize downtime, data breaches, and other disruptions** that can negatively impact business operations.

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AppDirect can help

Offer value-added services without drastically changing your business

Become more competitive
in the market by offering managed services and support previously only offered by MSPs

Increase value to your customer
and solve their business challenges by complementing their existing solutions with managed services

Capture more share of wallet
from existing customers by identifying cross-sell/upsell opportunities

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ENERGY

EV Charging | Water & Waste
Electricity | Natural Gas | Solar

COMMUNICATIONS SOLUTIONS

Data | Network | Mobility & IoT | Satellite
SD-WAN | SASE | TEM | UCaaS | CCaaS

MANAGED & PRO SERVICES

Network (NOC) & Cloud Monitoring | SOC
Technical Support | Professional Services

SOFTWARE AS A SERVICE

Microsoft | Google | ERP | CRM | Productivity
Business Applications | IT Management | BI

HARDWARE & LOGISTICS

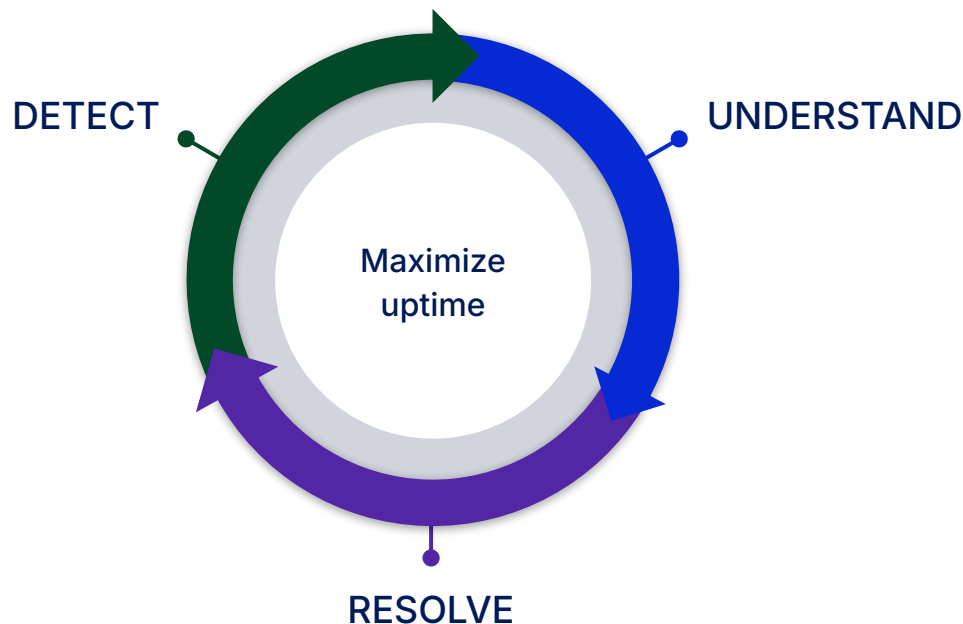PCs | Laptops | Phones | Monitors | Digital Displays
Hardware Services & Logistics

ARTIFICIAL INTELLIGENCE

Large-Language Models | Agentic AI | Copilot |
Gemini | Chat Bots | Customer Experience

SECURITY

Physical Security | Network Security
Endpoint Security | Cloud Security

INFRASTRUCTURE

Public, Private, & Hybrid Cloud
Data Center & Colocation | Disaster Recovery

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AppDirect VNOC

Maximize uptime with a best-in-class **networking management and monitoring platform**, coupled with a **team of NOC analysts** acting upon alerts **24×7×365**

DETECT

UNDERSTAND

Maximize uptime

RESOLVE

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Team of Analysts

As an extension of your IT organization, we proactively manage & ensure the performance of your networked environment.

24×7×365 Monitoring

Team of **NOC analysts** that proactively monitor and resolve incidents available **24×7×365** to minimize downtime and ensure seamless operations.

Incident Management

Specialized team of experts delivering high touch incident management depending on your environment and needs.
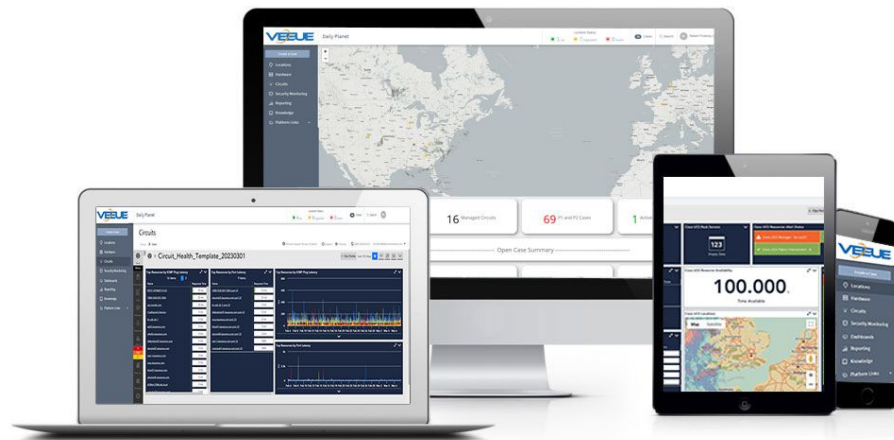
Customized procedures

We follow ITIL standards and create **customized** troubleshooting procedures.

Integrated Toolset

Gain all of the capabilities of ServiceNow and LogicMonitor in a single integrated platform.

Detect

Monitor the **infrastructure that matters** to your business with proactive alerts so network troubles can be swiftly resolved.

Manage & Resolve

Raise and track tickets in real-time to stay aware of **ticket status and progress** through to resolution.
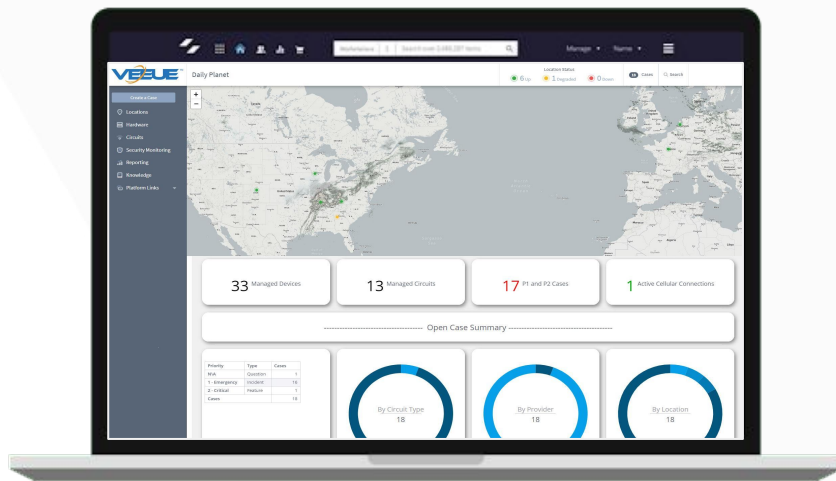
Gain Insights

Simplify and analyze complex data with AI and machine learning to make **data-driven decisions** about your network.

Centralized View of Network Health

A single-pane of glass for your internal and extended teams to monitor everything with an IP Address

Consolidated view of all devices

Real-time insights into the **health & status** of all connected devices and locations (up/down/degraded).

Alerts & resolution

Instant alerts and notifications about potential issues to address problems before they escalate.

Dashboards & reporting

Historical data analysis and reporting features to **identify trends and patterns,** aiding in effective **capacity planning** and **resource allocation**.

Monitor your end-to-end tech stack

Vendor Agnostic

Your tech stack spans many vendors, so should your monitoring

...and many more

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Professional Services

PROJECT MANAGEMENT

Project Managers that assist in onboarding, **organizing and streamlining** strategic initiatives, technology upgrades, and lifecycle management.

ENGINEERING SERVICES

Engineers and subject matter experts to **design, configure, and install** the solution that meets your needs. Migrate to the latest technological, upgrade networks, and leverage SASE and SD-WAN.

ON-SITE TECHNICIAN SERVICES

On-site, on-demand field coverage across the country, helping multi-site companies **solve routine or emergency technical tasks**.

WAREHOUSING

Secure storage facilities to **house and deliver lifecycle services for your equipment;** including inventory management, staging, configuration, testing, assembly, and more.

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SmartSupport

Helping millions on their journey

Calls Annually

100K+

End-user **Help Desk** services and **on-boarding** support

Customer Satisfaction

93%

End-customers rate us highly for **on-boarding**, **migration**, and **level 1 help desk support**

First Call Resolution

96%

Most end-customer issues are resolved on the first call.

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Ideal customers

Our solution is a good fit for:

Organizations with multiple physical locations that need to be monitored

IT teams lacking resources to properly monitor and manage their network

Retail, manufacturing, banking energy/utilities, hospitality

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Thank You

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