

# Proactive Monitoring and Management for UC and Voice

Solutions like unified communications (UC) unlock powerful collaboration benefits for organizations. They also place higher demands on *already* overburdened IT staff.

Let ConRes worry about keeping your UC systems up and running so your staff can focus on core business initiatives.

**ConRes Managed Services drive IT performance with:**

- Predictable costs
- Proactive support
- Adaptive service
- Customer-centric processes

## OUR UC SERVICES INCLUDE

- 24x7x365 proactive monitoring
- Configuration of UC and voice platforms
- User provisioning and account management
- Ongoing patching
- Priority incident response
- First-call support triage with appropriate original equipment manufacturer (OEM)
- Monthly availability and capacity reporting

## HOW WE DELIVER

- Staffed 24x7x365
- 100% U.S.-based resources
- Centralized management platforms
- Automated-system monitoring
- Customized runbooks
- Vendor management and coordination
- Integration with existing business processes and procedures
- ITIL approach to IT service management

Connect with us today to learn more about our managed services.

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