Managed Services Center

Customer Excellence

Vision's Managed Services Center (MSC) headquartered just outside of Baltimore, MD offers full scope IT services with a plan tailored to maximize, protect, and prolong your investment.

Our focus is to reduce total cost of ownership while sustaining maximum uptime. We employ NOC technicians and certified subject matter experts across the country, providing proactive 24x7 services.

Our integrated MSC platform aligns with our service delivery model based on best practices outlined by the Information Technology Infrastructure Library (ITIL). Our mission is to provide you with the right solution that exceeds your expectations and business goals. Let us maintain, monitor and manage your critical infrastructure and IT assets so you can focus on growing your organization. We deliver 100% customer satisfaction and a world class customer experience.

- ▶ 24x7 Monitoring & Support
- ▶ Proactive Approach
- ▶ Comprehensive Plans
- ▶ Predictable & Forecast Expenditures
- ▶ Maximize Uptime
- ▶ Onsight & Remote Diagnostics & Remediation
- ▶ Machine Learning & Fault Management
- ▶ Quality Consistency
- ▶ Trusted Partner
- ▶ Single Pane of Glass — Compliant-Secure Client Portals with Custom Dashboards
- ▶ Ticketing & Incident Management
- ▶ Service Level Management Focused on Performance
- ▶ Defined Service Level Agreements
- ▶ KPI Reporting

Integrated Technology Delivery (ITD®)

Audio Visual Solutions

Internet of Things (IoT)

Network Infrastructure

Security Systems

Professional Services

Wireless

VISION TECHNOLOGIES
MAKING VISION REALITY

CONTACT US TODAY FOR DESIGN, BUILD, INSTALLATION, AND SUPPORT SERVICES:

visiontechnologies.com   866.746.1122

Managed Services Center

Services Overview

Our vast scope of services includes, but is not limited to, monitoring, help desk, preventative maintenance, health checks, remote & onsite support, patch management, configuration, vendor & warranty management. We provide remote and on-site support services that include certified technicians, engineers and programmers along with the most robust technologies to maintain maximum uptime. Our mission is to deliver world class customer service through experience and service by supporting the customer before, during and after the project.

Managed Services

- Network Operations Center (NOC)
- Help desk support & priority queuing
- Service Level Agreements with full maintenance & monitoring programs
- Remote & onsite support
- Health checks & preventative maintenance
- Phone, email & client portal access

Monitoring

- 24x7 secure, compliant, scalable, hardware agnostic
- Customizable MSC platform for proactive monitoring with self healing custom monitors and multi-year data retention of thresholds and policies
- Single pane of glass with integrated custom interactive dashboards and notifications (SMS, Email, Phone)

Reporting

- Key Performance Indicators (KPIs)
- Custom layout with live & historical data
- On demand or scheduled

Additional Services

- IoT support & monitoring
- Configuration, vendor & warranty management
- Software, firmware, patch management
- Emergency services
- Event support
- Full time Subject Matter Experts (SME)
- Network Assessments

Total Solutions Provider

Whether supporting a single site or enterprise-wide solution, Vision Technologies provides you with knowledgeable skilled resources along with expedient trouble diagnosis and resolution that enterprises can depend on.

Integrated Technology Delivery

Enhance your project's ROI while delivering it faster!

Have A Contract?

Need Support:

MSCSupport@ VisionTechnologies.com

866.847.8841

GSA Schedule 70 Contract # GS-35F-0581R
VA DCJS #11-5523

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