

GCI Managed Services – Data & VoIP Infrastructure Monitoring

Keep your Network Operating at Peak Performance

Our experienced technical team monitors and maintains your IT infrastructure so your company can stay focused on your core business objectives. Our global SLAs, governance model and collaborated approach facilitates and grows trusted partnerships.

GCI infrastructure monitoring provides clients with options for remote monitoring, agency support, product and carrier problem diagnosis and resolution in addition to inventory and asset management services for your entire networking estate. GCI also provides configuration and backup services and performance trending.

GCI represents and acts on behalf of our clients to proactively manage network infrastructure environments. GCI’s infrastructure monitoring can be delivered at different levels of engagement and can be customized to meet the specific support requirements of our clients.

All programs come with basic levels of Performance Reporting Service Level Metrics for ticket handling and escalation as well as a Service Transition period where the service is brought to a ‘live’ status. Once the service transition period concludes, GCI delivers steady-state support in accordance with client requirements.

Our Expertise

Global Convergence Inc. is specialized in multi-vendor, multi-technologies. Regions supported for our Data and VoIP infrastructure Monitoring Services include North America, Canada, Mexico, EMEA, APAC and LATAM.

GCI has been named to the prestigious MSP 501 List at #59.

Channel Futures.
MSP 501
2019 WINNER

Data & VoIP Infrastructure Monitoring



Benefits

- Increase network availability and consistency
- Detect, isolate, resolve issues in real-time
- 24x7 monitoring of mission-critical data & IPT environments
- Real time alerts
- Faster Recovery



Standard Deliverables

- Service Activation Plan
- Incident Management
- Incident Tracking and Documentation
- Incident Notification and Escalation
- Incident Diagnosis
- Incident Resolution



Standard Deliverables

- Backup and Archive of Incidents
- Configuration Management
- Major Software Updates
- Change Management
- Soft MACD (Remote)