Autonomic Managed Services

Elevate IT operations to the next level with AI, Intelligent Automation, and Cognitive Technologies

A Different Kind of Managed Services Provider

The Managed Services industry hasn't evolved over the last three decades. Small and Medium Businesses are served by local Managed Service Providers (MSPs) that have limited resources to support an ever-expanding range of technologies and do not have the financial capacity to invest in world-class technologies. Midmarket organizations and Large Enterprises can choose from regional/national MSPs or Global Service Providers that are entrenched in antiquated technologies that often rely on low-cost, low-quality offshore resources to lower their prices.

nDivision is a different kind of Managed Service Provider. We have invested millions of dollars in leading-edge technologies and Intelligent Automation, which allows us to resolve 83% of infrastructure incidents with automation (Autonomic Resolution) – no humans involved. Our digital labor also helps our human engineers to resolve the remaining 17% of infrastructure incidents by attempting to resolve the problem, capturing the actions, running diagnostics and then creating a ticket for a human to take it from there (Autonomic Assistance). Automation is not only less expensive than humans, but it's also faster and more accurate. This is the holy grail of Managed Services – "can you dramatically reduce my IT Operations costs and also improve service levels?"

Dramatically Improved Service Levels

The fact that Intelligent Automation is faster and more accurate than humans is only part of the story. Internal IT Operations Teams have limited resources and traditional MSPs are selective as to what they address. Therefore, only a subset of all events and alerts are monitored, and even fewer are actually addressed – it's a question of what the scarce human resources are allocated to handle. With nDivision's ability to resolve 83% of infrastructure incidents with automation, we are able to monitor all events and alerts and address everything. This approach prevents minor issues from 'growing weeds' and leading to major outages. We achieve 50%+ automation at the end of a 60-120 day deployment and typically achieve 83% automation within a year.

83% of infrastructure incidents are resolved with digital labor – no humans involved

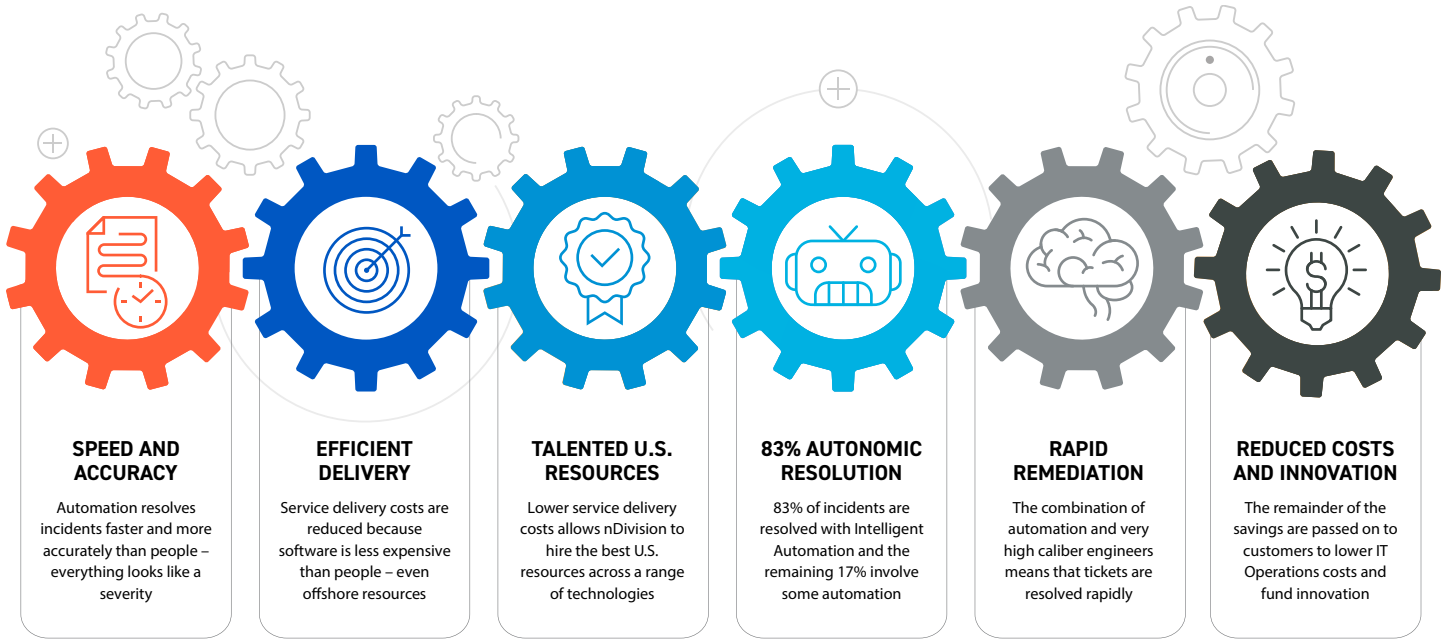**99%** of the incidents involve some autonomic engagement

100% U.S. based resources

Highly Skilled U.S. Based Resources

nDivision's investments in Intelligent Automation dramatically lowers its service delivery costs. This puts us in the unique position of being able to invest in highly skilled U.S. based talent and still pass on dramatic saving to our customers. This investment in high caliber resources results in rapid resolution of the incidents that haven't been fully resolved by automation.

Pivot from Operations to Innovation

In many organizations, 80% or more of the IT budget is spent on running existing IT investments, and only 20% or less is spent on innovation. nDivision's Autonomic Managed Service helps organizations pivot to innovation by reducing IT Operations costs while simultaneously improving service levels.

SPEED AND ACCURACY
Automation resolves incidents faster and more accurately than people – everything looks like a severity

EFFICIENT DELIVERY
Service delivery costs are reduced because software is less expensive than people – even offshore resources

TALENTED U.S. RESOURCES
Lower service delivery costs allows nDivision to hire the best U.S. resources across a range of technologies

83% AUTONOMIC RESOLUTION
83% of incidents are resolved with Intelligent Automation and the remaining 17% involve some automation

RAPID REMEDIATION
The combination of automation and very high caliber engineers means that tickets are resolved rapidly

REDUCED COSTS AND INNOVATION
The remainder of the savings are passed on to customers to lower IT Operations costs and fund innovation

Managed Service Inclusions and Exclusions

Physical Server • Converged • Hypervisor • Public Cloud Virtual Machine • Private Cloud Virtual Machine • Operating System • Firewall • Load Balancer • Wan Optimizer • Web Filter • Router • Switch • Wireless Controller • Wireless Access Point • SAN/NAS

MONITORING, AUTOMATION & INCIDENT MANAGEMENT
ITIL Level 0 & Level 1

INCIDENT MANAGEMENT & PATCHING
ITIL Level 0, Level 1 & Patching

FULLY MANAGED INFRASTRUCTURE
ITIL Level 0, Level 1 & Level 2

Problem Management • Access Management • Availability Management • Change & Release Management

Patch Management

Monitoring • Event Management • White Noise Reduction • Escalation • CMDB Creation & Maintenance • Asset & Configuration Management • Knowledge Management • Significant Automated Incident Resolution • Significant Automation Of Incident Diagnosis And Assisted Resolution • Complete Incident Resolution Through Automation And U.S. Based Resources • Execution Of Mutually Defined Standard Operating Procedures • Continual Service Improvement

One-time Onboarding Fee Based On Monthly Recruiting Charge • 60 Day SMB Onboarding Engagement • 90-120 Day Midmarket/enterprise Onboarding Engagement • Predictable Unit Monthly Charges Based Ib Device Categories And Count • 24/7 Support • Three To Five Year Contracts With One Year Renewals • A Chargeable Option For Bi-directional Integration With Any Istm Platform (Typically CMDB, Incident Management, Change Management And Problem Management) • Equipment Must Be Covered by The Manufacturer's Warrenty Or Equivalent • Version Upgrades Are Excluded (Separate Professional Services Engagement) • Onsite Support Is Excluded (We Will Remotely Manage The Applicable Warrenty Support) • Application Development Is Excluded

Let's Talk

Set up an appointment to discuss how our **Autonomic Managed Service** can improve IT operations for your organization - sales@nDivision.com

Microsoft Partner
Gold Cloud Platform
Gold Cloud Productivity

SOC 2 TYPE II CERTIFIED