



***P4solve<sup>SM</sup>***

## ***IT Management Solutions***

### **Management Across All Layers of Your IT Environment**

P4 Performance Management has expertise in the monitoring and management of IT infrastructure from the network layer to the application layer, and can tailor a solution to meet your dynamic needs. P4 offers secure monitoring and managed services combined with professional services consultancy to enable capacity planning and performance management of critical IT systems and applications.

P4's monitoring and management services can provide the following benefits at the levels you choose:

- ▶ A broad range of expertise, inclusive of most industry leading equipment/OS/applications
- ▶ A single point of contact for all of your needs
- ▶ Monitoring from the network layer to the application layer
- ▶ Customized threshold levels adaptive to your business needs
- ▶ Dedicated account management
- ▶ Project migration planning and change management control
- ▶ Centralized monitoring and management from our Global Enterprise Management Center (GEMC<sup>SM</sup>) for easy coordination across all product lines
- ▶ Smart upgrades and OS patch management
- ▶ Quarterly proactive analysis of system health
- ▶ Root cause analysis support

### **IT Management Solutions**

P4 Performance Management can provide full monitoring and managed solutions utilizing our P4solve<sup>SM</sup> services to complement your current IT staff and service offerings. P4 can also provide professional services consultancy to support your business in growing your IT infrastructure to meet your needs. By leveraging P4's services, customers can:

- ▶ Extend their current monitoring and managed services to include all locations and assets
- ▶ Provide enhanced monitoring services by offering network, systems, application, web and database monitoring
- ▶ Outsource aspects of their IT services to augment their staff and bridge gaps in service provision when needed



## P4solve<sup>SM</sup> Service Summary

P4solve<sup>SM</sup>, our IT management solution, provides customers with a complete managed service that includes 24/7 network and system management, reporting and incident resolution for IT infrastructure and mission critical applications.

▶ ***Dedicated Account Management:***

The experience and dedication of the P4 Account Management team ensures that you get service management with industry experienced professionals who are environment knowledgeable, immersed in your account needs and are your single point of contact at P4.

▶ ***Project migration planning and implementation support:***

Peak operational performance is maintained by experienced Project Management professionals at P4. Your project team will gather the relevant information, the needs for a given project, drive the priorities of the project, and help set realistic expectations all within the norms of competent and professional project management techniques.

▶ ***Experienced administration and support:***

P4solve<sup>SM</sup> provides system management support with experienced system engineers as part of the standard service. Your system management fee includes the support from these professionals with no hidden fees.

▶ ***Service coordination for all P4 product lines via the GEMC<sup>SM</sup>:***

Your services supported by P4 are centrally coordinated. You get one throat to choke, one neck to ring. Your central service coordination enables clear and efficient troubleshooting, remediation and seamless integration with all P4 service platforms. The GEMC<sup>SM</sup> has visibility into all your system alerts, escalation procedures, and contact and account information.

▶ ***Smart upgrades and patch management:***

P4 skill set enables consistent visibility into appropriate patches when they become available and analysis of the threat/need for action recommendation.

▶ ***Quarterly proactive analysis of system health:***

Once a quarter your project team will provide an analysis of your system performance. The historical trending built from performance monitoring combined with our management expertise enables a unique perspective that will enhance your insight to the performance of your systems. P4's quarterly analysis will empower decision makers to do what's right and needed for optimum system performance.

▶ ***Root cause analysis:***

Once an issue with your system is identified and resolved by the P4 project team we work to stop the issue from recurring. Your project team will provide root cause analysis information so appropriate preventative steps may be taken.



## Service Benefits

Most IT support staff have many, varied projects they are required to deliver to meet the needs of a modern growing business. Selectively outsourcing the day to day IT monitoring and management tasks release the burdened IT department to deliver those projects without the sometimes overwhelming responsibility of maintaining the production infrastructure. Outsourcing is recognized as delivering benefits not only in terms of enhancing IT staff with intelligently applied services, but also with return on investment from reducing overheads and controlling costs with fixed monthly recurring fees.

P4's monitoring and management solutions offer customers benefits that include:

- ▶ Predictable budgetary operational costs following a fixed monthly recurring fee structure with no capital expenditure resulting in potential immediate ROI
- ▶ 24/7 monitoring and management, centralized coordinated from our Global Enterprise Management Center
- ▶ Experienced industry knowledgeable professionals focused on delivering high caliber support services in support of your business objectives
- ▶ High visibility into the performance of your networks, systems and applications
- ▶ Consistent, reliable support through standard operating procedure customized for each client environment
- ▶ Pro-active approach to maintaining the health of your IT infrastructure

## Service Options

Service Type	Elements
Network, Systems and Application Management	Wide Area and Local Area Network management Systems and OS management Application and database management Performance management, log management, patch management
Change Management	Minor and major changes – Emergency, Planned, Recurring Upgrades, re-installs and migrations
Incident and Problem Management	Incident identification, management, and resolution Problem management and resolution Root cause analysis and preventative maintenance
Advanced Management Services	Trend analysis and capacity planning services Gap analysis, architecture design and build services Configuration and optimization services Project management and support Staff augmentation and consultancy/professional services

For more information regarding P4's IT Management Solutions, please contact the P4 Sales Team at 1-919-783-1500 or [sales@p4performance.com](mailto:sales@p4performance.com).