

### INFRASTRUCTURE MANAGED SERVICES

Maintaining your organization's infrastructure is a crucial IT function required to divert disaster. However, its necessity is often overlooked due to time and budget constraints, especially when everything seems to be working properly. The impact of this critical service being neglected can be devastating.

Taos is now offering Infrastructure Managed Services from its Boise, ID service center and the same quality service and expertise you've come to expect from us. And, with our cost effective Boise location, the service provides a compelling alternative to offshore operations that experience frequent service disruptions, language barriers and a lack of accessibility and continuity.

#### Our Solution:

- Institutes standard Event Management, Incident Management, and Problem Management methodologies to systematically and accurately handle each ticket resulting in **actionable metrics**, minimized service disruption, and overall reduction in service cost
- Supplies **single point of contact** and quick response times
- Provides **analysis and trending** on all aspects of the service operations and is paired with knowledgeable and experienced guidance for ongoing improvement
- Covers the **full spectrum of infrastructure services**, including:
  - Server & OS
  - Database
  - Application Middle Tier
  - Network
  - Messaging
  - Storage
- Operates on a **7x24x365** schedule
- Is built upon a solid foundation of remote operations which provides **a flexible model** that is value based. Avoids costly onsite and re-badging alternatives
- **Standard ticketing system** integrates into most client monitoring software providing seamless and automatic notification and escalation capability
- Employs a **mixed experience workforce** to ensure resources are always available — from a level 1 technician to engineering and architect resources

#### Why Choose Taos:

- We provide consistent and reliable service management ensuring prompt service restoration
- Taos partners with you and is committed to ensuring that your infrastructure runs at peak performance
- Your senior IT staff spends less time dealing with breaks and fixes and more time on critical projects
- Your organization can obtain operational efficiency and effectiveness
- Taos has a long-standing reputation for great service and quality

#### Why Boise?

- The Milken Institute ranks Idaho among the 10 Western states with the lowest overall costs of doing business - nearly a third lower than in California.
- The Boise Valley has a workforce of more than 280,000 and is rife with excellent talent from nearby technical schools and colleges, including Boise State University.

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