DIGITAL WORKSPACES

DWS MANAGED SERVICES

DWS Services Portfolio

DWS MANAGED SERVICES OVERVIEW

DWS Managed Services provides best-in-class IT Services to organizations of various industries and sizes. Our rich portfolio of services spans the entire IT management life cycle and covers infrastructure management, infrastructure consulting, enterprise networking, End-user computing, Enterprise security, IT infrastructure operations management and transformation services.

We provide managed services that secure different aspects of technology landscape with flexible engagement models. Our infrastructure management services are future ready, adopts best practices and is scalable to suit your needs, across various industries like Banking, Manufacturing, Insurance, Retail and Healthcare industries.

DIGITAL
WORKSPACES
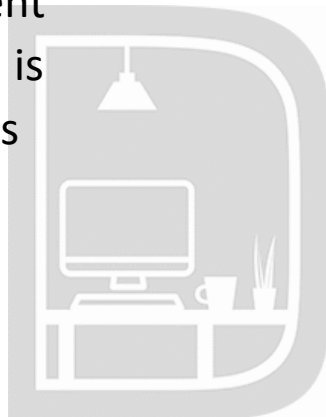
SERVICE DESK SERVICES

DWS offers service desk services for small and medium-size businesses, and large companies requiring onsite or remote service desk services. No matter what type of service desk functions you need, whether you need dedicated or shared model, we can provide you a comprehensive solution to meet your specific needs.

Much more than a traditional IT support desk, the *DWS* IT Service Desk is staffed with certified IT professionals available to you. Our IT service desk services provide efficient solutions to deliver immediate support to our customers.

Remote Monitoring and Management

Unlimited Service Desk Tickets

On-site Support

Network Operations Center

Vendor TAC

SERVICE DESK

DIGITAL
WORKSPACES

ONSITE END-USER SUPPORT SERVICES

Employees rely on the technology to be productive. When their technology systems stop, the end-user productivity is affected. If you're supporting end-users internally, your IT resources have lesser time to work on Business Projects and value delivery.

Let *DWS* handle the end-user support while you focus on your business growth. Our flexible pricing model gives you peace of mind and your organization is receiving the support it needs. We provide you with a complete end-user solution with a best-in-class service experience that makes your job easy and your employees' support seamless.

Remote Monitoring and Management

Unlimited Service Desk Tickets

On-site Support

Network Operations Center

Vendor TAC

END-USER SUPPORT

DIGITAL WORKSPACES

INFRASTRUCTURE MONITORING AND MANAGEMENT SERVICES

One of the most important tasks in IT services is timely identification and reaction to potential issues related to performance of infrastructure and applications. We offer a wide range of IT infrastructure monitoring and management services to meet your specific business requirements.

We protect business-critical systems, assuring availability and performance. Through continuous system monitoring, early detection and resolution, we provide great availability and end-user experience.

Remote Monitoring and Management

Unlimited Service Desk Tickets

On-site Support

Network Operations Center

Vendor TAC

INFRASTRUCTURE MANAGED SERVICES

DIGITAL
WORKSPACES

NETWORK MONITORING AND MANAGEMENT SERVICES

DWS Network Monitoring and Management Services help organizations to boost your Local and Wide Area Networks (WAN) availability, increasing agility and reducing cost and complexity. This service helps reduce downtime, simplify management and improve network performance.

We deliver support for your data and voice solutions 24 hours a day, 365 days a year so you can focus on your core business. We help you to expand to new sites, add new services, upgrade bandwidth, monitor and manage your network.

Remote Monitoring and Management

Unlimited Service Desk Tickets

On-site Support

Network Operations Center
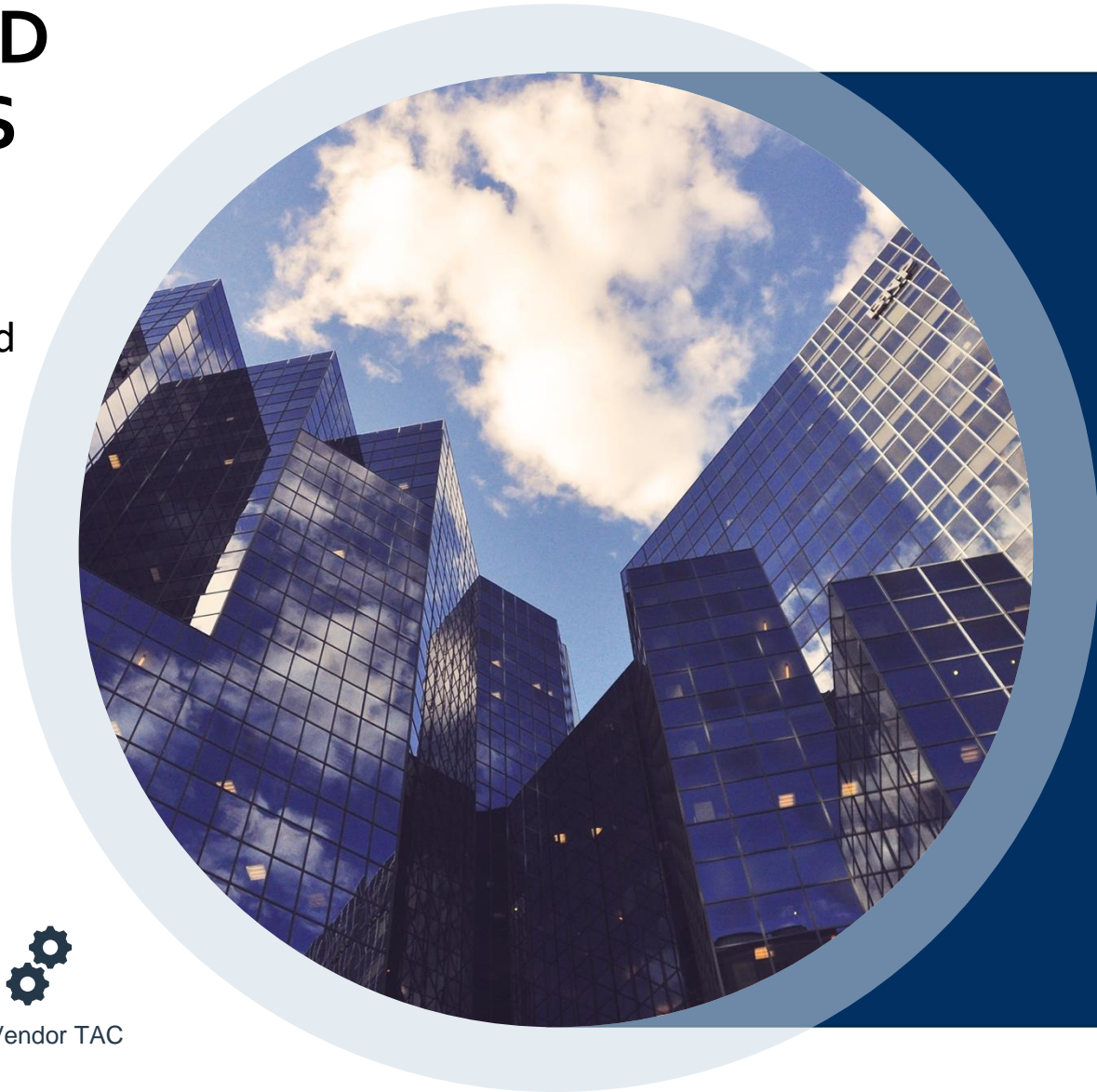
Vendor TAC

NETWORK MANAGED SERVICES

DIGITAL
WORKSPACES

CLOUD MONITORING AND MANAGEMENT SERVICES

DWS Cloud Monitoring and Management services provide management of public cloud, private cloud as well as Hybrid IT environments. These services help you to ensure that your cloud resources are smoothly connected to your enterprise infrastructure and ensure users get reliable access to cloud resources and applications.

We also offer services to cover different aspects of your cloud journey including migration, security, configuration, and optimization. These services helps you to optimize resources, enable cloud integration, and help you achieve predictable cloud spending.

Remote Monitoring and Management

Unlimited Service Desk Tickets

On-site Support

Network Operations Center

Vendor TAC

CLOUD MANAGED SERVICES

DIGITAL
WORKSPACES

BACKUP AND DISASTER RECOVERY SERVICES

Both SMBs and Enterprise businesses have a wide range of requirements when it comes to backup and disaster recovery. Some businesses can't afford to lose access to data whereas other businesses cannot afford to lose hours of transactions when a database server is destroyed in a disaster.

Cloud computing has given the rise to a new generation of services that can deliver backup and disaster recovery within a reasonable budget that is robust enough to meet business requirements.

DWS offers Implementation and Managed services for a wide range of backup and disaster recovery needs.

Remote Monitoring and Management

Unlimited Service Desk Tickets

On-site Support

Network Operations Center

Vendor TAC

DIGITAL
WORKSPACES

Why *DWS* Managed Services?

If you are looking for an IT Services Partner who focus on business results rather than technology nuances, *DWS* Managed Services provides you the same.

We focus on aligning IT Services to act as a "Business Enabler" and drive technology for "Competitive Advantage"

DIGITAL
WORKSPACES

DWS VALUE PROPOSITION

STREAMLINED ITSM PROCESSES

Out ITIL based IT Service Management practice helps manage your IT services.

It provides a standard and measurable framework for managing and supporting our customers with great prioritization, tracking and reporting capabilities.

STATE OF THE ART TECHNOLOGY

Our advanced technology platform helps us to deliver superior service and customer experience. It helps us to manage our service desk along with various ITIL processes.

It enables us to remotely secure, monitor, manage, and support customers with increased efficiency and great response time.

EXPERTISE YOU CAN TRUST

Our expert technical support team along with the process management team provides the services you need.

Our people are our assets, they deliver high quality IT services with great customer experience, increased availability and reduced MTTR (Mean Time to Repair).

FLEXIBLE DELIVERY MODELS

Whether you need onsite / remote or dedicated / shared delivery model, we have it covered.

If you're looking to improve IT Services with predictable cost, flexible delivery models and scale when you need, DWS Managed Services offers you a great advantage.

DIGITAL
WORKSPACES

Technology as a Business Enabler

Accelerate your Business Results

Technology can be a key enabler to accelerate business results.

We try to develop a deep understanding of our customers' business, taking extra effort to understand challenges and help the businesses to grow.

If you're constantly thinking of how IT can transform the way you do business functions like sales, product development, marketing, projects, operations and service delivery and accelerating business results, you are with the right partner.

Operational Excellence

In our digitalized world, technology has become an increasingly vital driver in the push towards Operational Excellence.

Usage of technology helps organizations to reduce costs, improve the delivery process, improve quality and enable customizations, thereby creating value for customers. Rapid development of new-generation data-driven information technologies and automation are changing the way we do business.

Therefore, it becomes important that you seek to partner with a technology provider that helps in your drive towards Operational Excellence.

Technology for Competitive Advantage

Faster than your Competition

Operational agility is your ability to flex and adapt its operations, technology and information to constantly evolving business requirements brought on by market dynamics, competitive pressures and business turbulence.

What's holding companies back from delivering smarter and more valuable customer experiences is the inability to operate at speed. Leveraging technology that help to remove these barriers can have a transformational impact on your business by giving your teams the flexibility and freedom to experiment more often and at scale and the ability to adapt in the face of disruptive change.

We helps our customers to adapt and leverage technology to move faster in the marketplace.

Enhanced Customer Experience

Customer Experience is your customers' holistic perception of their experience with your business. In this customer experience-based economy, IT can give you the differentiating advantage in the marketplace you operate.

In order to create a positive customer experience, fuel brand loyalty and drive sales growth, today's businesses must find the right digital tools like Cloud, Online Presence, Digital Channels, Self-service etc.

We understand that customer experience is of paramount interest for your business and help you to move ahead in your customer experience journey.

Security in Everyday Business

Cyber Security Risks

Cyber security risk is an area that every organization must look after in order to protect their valuable company assets. Now, from social media to online banking to digital personal records, every piece of our lives are available online. Hackers and other immoral characters can fight to gain access to this information and use it for their own purposes. The cyber security risks are increasing day by day at advancement of sophisticated cyber attacks on the company systems that compromise valuable company assets.

Our security services helps customers to improve their security posture.

Business Continuity and Disaster Recovery

Business Continuity and Disaster Recovery (BCDR) is to minimize the effects of outages and disruptions on business operations.

The BCDR practices enable an organization to get back on its feet after problems occur, reduce the risk of data loss and reputational harm, and improve operations while decreasing the chance of emergencies.

Our Business Continuity and Disaster Recovery services helps organizations to reduce outages and disruptions on their technology services.

Add-Ons to Managed Services

- Threat Monitoring
- Log monitoring
- Threat response

Security Monitoring

- Scanning the IT environment for potential vulnerabilities

Vulnerability Analysis

- Hardening infrastructure components for better security

Security Hardening

- Securing the web activities of your company

Web security

- Securing your environment from Email born security threats

Email Security

- Protecting your endpoint devices from security threats

Endpoint Protection

- Training Employees to protect from various cyber security threats

Security Training for Employees

- Systematic assessment of Cyber Security risks posed by the organization

Cyber Security Risk Assessment

- Supporting the 24/7 nature of your end users

24/7 End-user Support

- Professional services to meet your specific needs

Professional Services

DIGITAL WORKSPACES

14

MANAGED SERVICES DELIVERY MODELS

Remote Support

- We provide our services in a hybrid with a combination of onsite and remote model to provide the best possible value to our customers
- Service desk and Level 1 support delivered remotely. Customers can choose a fully onsite model

Onsite Support

- Support is delivered onsite whenever deemed necessary
- Customers can choose a fully onsite model due to reasons ranging from regulatory, compliance, cultural reasons
- We meet the needs of the customers that need to deliver the services completely onsite
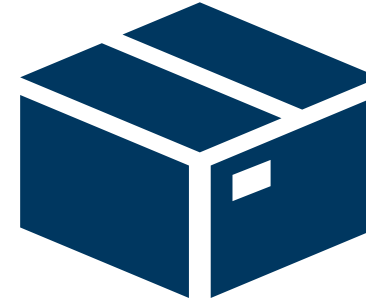
Packaged Services

- Packaged Managed Services in Per-User and Per-Device pricing model
- Predictable IT costs
- All in one services
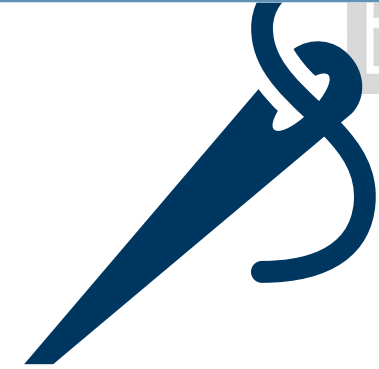
Tailor Made Services

- Tailor made services customized to meet your specific managed services needs
- Please contact us to custom design a service model specifically to meet your needs

DIGITAL
WORKSPACES

Thank you!

✉ sales@digiworkspaces.com

🔗 https://www.digiworkspaces.com/

f http://fb.me/digitalworkspaces

in https://linkedin.com/company/digital-workspaces

DIGITAL
WORKSPACES