



# MANAGED NETWORK & SECURITY SERVICES



If transforming your IT department from reactively addressing time-consuming tasks to proactively working on projects and initiatives that will shape your organization for years to come, then GDT's Managed Network and Security Services solutions are exactly what you need.

From our state-of-the-art, 24x7x365 Network and Security Operations Centers, GDT's highly tenured and certified solutions architects, engineers and security analysts manage the networks and security for some of the most noteworthy enterprises, service providers and government agencies in the world. Whether customers are utilizing legacy WAN solutions or the latest technologies, such as SD-WAN or the cloud, GDT's Managed Services professionals rely on years of empirical experience to ensure customers get the most from their network architecture and investments.

## SUPPORT LEVELS TO ADDRESS NEEDS AND ACCOMMODATE BUDGETS

GDT's Managed Services meet the unique demands of customers, regardless of their size, network architecture or industry.

<p><b>SERVICE DESK</b></p> <p>24x7x365 access and trouble ticketing delivered by experienced, highly trained engineering staff</p>	<p><b>VENDOR MANAGEMENT</b></p> <p>Vendor coordination provides simpler incident resolution and product lifecycle management</p>	<p><b>AVAILABILITY MONITORING</b></p> <p>Alerts are monitored, and notifications are provided for customers' network assets and devices</p>	<p><b>PRODUCT LIFECYCLE</b></p> <p>Reviewing, defining and implementing strategies to proactively address End-of-Life advisories</p>
<p><b>ALERT MANAGEMENT</b></p> <p>Alerts are validated, and first level triage is initiated, which includes cause determination</p>	<p><b>PROBLEM MANAGEMENT</b></p> <p>Incident root causes are analyzed to uncover any repetitive, determining factors</p>	<p><b>INCIDENT MANAGEMENT</b></p> <p>Issues are remediated and, if necessary, changes are made to prevent future occurrences</p>	<p><b>MACD'S</b></p> <p>Moves, Adds, Changes and Deletions delivered to satisfy customers' processes and procedures</p>
<p><b>CAPACITY MANAGEMENT</b></p> <p>Right-sizing solutions to meet customers' specific IT, business and financial requirements</p>	<p><b>RELEASE MANAGEMENT</b></p> <p>Planning, testing and deployment of any software or hardware changes</p>	<p><b>DIGITAL LABOR</b></p> <p>Enhancing efficiencies of free up time so IT can focus on key, strategic initiatives</p>	<p><b>CHANGE MANAGEMENT</b></p> <p>Remote upgrades and patch management delivered on ITIL-based framework</p>

## BEST PRACTICES COMBINED WITH THE RIGHT SKILL SETS

GDT's owned and operated Network and Security Operations Centers do not utilize 3rd party providers, which helps ensure strict adherence to the regulatory mandates of our customers. In addition, they maintain:

- **Engineering and Security Skill Sets** that extend well beyond those within most IT departments.
- **Preventative Measures** that don't just resolve, but prevent, issues by utilizing data analytics and root cause analyses.
- **Service Level Agreements** that are not only comprehensive, but are reviewed with customers on a regular basis.
- **Scalable Solutions** that seamlessly accommodate customers' current and future needs.
- **Best Practices, such as ITIL**, which is a framework that outlines best practices for the delivery and lifecycles of IT services.
- **Automation Options** that take over repetitive, mundane tasks to free up customers' time so they can focus on forward-thinking initiatives.

Through a customizable dashboard, GDT Managed Services customers are provided with an intuitive, simple-to-use portal that allows them to easily monitor live and past system performance, including current and historical ticket details and ticket history. GDT's Managed Services Solutions enable IT personnel to proactively focus on the future.

## WHY GDT?

Founded in 1996, GDT is an award-winning, technology integration partner. GDT specializes in designing, building, and delivering best-of-breed technology solutions for service providers, enterprise networks, data centers, and more.



**1B+** ANNUAL SALES



**850+** ASSOCIATES



**250+** CERTIFIED ARCHITECTS & ENGINEERS



**150+** MANAGED SERVICES ENGINEERS

## TOP STRATEGIC PARTNERSHIPS



**24+** YEARS IN BUSINESS



**185** COUNTRIES SUPPORTED



**4** ISO-CERTIFIED LOGISTICS & INTEGRATION CENTERS



**4** AI-ENABLED NETWORK OPERATION CENTERS

design IT. ➤ build IT. ➤ deliver IT. ➤ manage IT.