



On-site Managed Services

Coyote Creek enables clients to improve IT service delivery. Whether we complement your IT team's activities or provide complete IT operations management, you receive exactly the help you need.

On-site IT Operations

In our On-site IT Operations offering, a team of Coyote Creek engineers works at your location as an integral part of your IT organization. We follow a disciplined process that enables us to consistently manage your infrastructure and improve service delivery over time. If we find recurring symptoms, we find—and fix—the root cause of the problem. When underlying process issues create systemic problems, we diagnose and resolve them. Or when you are making a strategic system change, we ensure normal operations while your team makes the required knowledge transition.

Our process is based on ITIL best practices and a common-sense approach to your environment. Typically, we follow these steps:

1. Identify all elements of your environment and understand relationships between technical systems, business processes, goals, and company culture
2. Integrate and communicate with departments that you directly support
3. Take responsibility for core infrastructure
4. Take snapshots of current system performance and metrics and record that data
5. Employ a disciplined change management process to incrementally improve operations performance. We identify necessary changes, plan, test the proposed changes, measure results, and if they are successful, put them into production. We follow this discipline for every proposed change.

Coyote Creek On-site IT Operations can be delivered during business hours or on a 24x7x365 basis to meet your company's needs.

Deep Management Expertise

We manage the IT infrastructures that run your business, including systems and solutions based on the following technologies:

Cisco

- Unified Communications

Citrix

- XenServer
- XenApp

EMC

HP

Microsoft

- Windows Server
- Active Directory
- Exchange
- Office Communications Server
- Project Server
- SharePoint Server
- SQLServer
- System Center

NetApp

Red Hat

Sun

Symantec

- Backup Exec
- Enterprise Vault
- VMware
- Server Virtualization

On-site Supplementary Managed Services

Our Supplementary Managed Services offering provides a Coyote Creek engineer on-site to help you with IT infrastructure management practices or problems. For some clients, we manage all IT needs for one or two days per week. For others, we provide specialized expertise on a specific system, managing all aspects of the system while freeing the company's IT team for other projects. In other companies, we create a customized checklist for ensuring infrastructure health. For example, a Coyote Creek engineer may visit once a week to ensure that all backups are complete, that server error logs are healthy, that the queue of trouble tickets is addressed, or to handle ad-hoc requests. We can create an à la carte menu of management tasks that meets your needs or efficiently handle smaller infrastructures that do not require full-time attention.

Why Coyote Creek Managed Services

Real People, Right Here

When you work with Coyote Creek, you're working with real people, based right here. We believe that the best way to manage your infrastructure is to be at your location. In person. We don't "outsource" our services to overseas call centers. And we don't hand you off to a third-party service entity. Best of all, we're every bit as cost-competitive as other companies that do.

We Take Your Infrastructure Seriously

Delivering extraordinary service means that we often care more about a client's IT operations than some of their own employees. We push to resolve issues, whether that means pushing another department in your organization or a system vendor, until they are resolved. And because you can fire us at any time, we work hard to make sure that you don't want to.

We Wear Your Uniform

One of our hallmarks is the ability to blend in with your own team and culture. Because IT is integral to all company operations, we know how important it is to work with all of your stakeholders in ensuring that you help them meet their business objectives.

No Band-aids

To incrementally improve operations, we cannot be satisfied with temporary fixes or band-aid solutions—and we aren't. Every problem has a root cause and we will find it, resolve it, and prevent it from returning—even if we have to go back to the vendor or partner for answers. We address your operational issues in your environment.

Call Us When...

When can a Coyote Creek On-site Managed Service help you? Contact us when you:

- Experience a "dull ache" from suspicious symptoms; repeated failures of a similar nature with no real answers; or when systemic process issues impede progress toward other goals.
- Make a strategic change and the IT team must learn new systems or re-learn processes. We can help assure optimal operations while the team gets up to speed.
- Have high levels of turnover in your IT organization.
- Prefer to focus attention on your core business instead of IT.
- Want to be certain that critical processes, such as testing and restoring back-up systems, work and that your employees know how to use them. We often perform routine test processes to ensure that the process works in the event of a catastrophe.

Call us today, and take a load off your mind. And staff.

For more information, please call us at **888.269.6838**, or visit www.coyotecrk.com.