



PremiumCare

Managed IT Support Services

Facing challenges assembling the right people, processes, and tools to support your IT infrastructure and end users 24/7/365? Do attempts to provide an IT environment based on best practices leave little time for core business ventures? You are not alone. It takes a highly-skilled team to expertly manage these environments and provide the proactive support model necessary to stay ahead of modern workplace demands.

To accomplish this challenging task, you will need several components, including:

- Technical expertise from staff versed in a wide variety of technologies
- Proactive monitoring approach that leverages top-tier tool sets
- Processes aligned with best practice frameworks
- Reliable service delivery from a team with deep coverage 24/7/365
- Flexibility in support to accommodate environment changes (such as cloud migration)
- Responsiveness driven by workflows that support service-level objectives
- Reporting to assure objective fulfillment

This requires either building an internal support organization or partnering with a third-party organization such as a Managed Service Provider (MSP). Look no further...

WHAT WE SUPPORT WITH PREMIUMCARE:

- Endpoints
- End Users
- Servers
- Firewalls
- SD-WAN
- Routers
- Switches
- Wireless Access Points
- Storage Devices
- AWS/Azure/GCP
- Microsoft 365
- Google Workspace

PROBLEMS WE SOLVE WITH PREMIUMCARE:

- Maintaining IT infrastructure uptime
- Providing end user support
- Driving compliance in support of an organization's GRC framework
- Adapting to IT environment changes (such as cloud migration)
- Scaling support to meet the needs of a growing organization

How we solve your challenges with PremiumCare:



PEOPLE

We staff 3 tiers of support across 3 shifts (24/7/365) at 3 operations centers. Our team is well versed in relevant technologies to support a broad array of OEMs. We strive to be OEM-agnostic to support multi-vendor environments.



PROCESS

We rely on 2 major frameworks for our processes. This includes ITIL, a best practices framework that ensures service-level objective support for IT Service Management. The second, NIST SP 800-171, defines the operation of controls in an environment with the presence of Controlled Unclassified Information and is the underlying cybersecurity framework for many other frameworks. Both facilitated our achievement of SOC 2 Type II Certification.



TOOLS

We leverage top-tier tool sets for managing endpoints, servers, and network devices, as well as for project management and other business processes. For cybersecurity, we leverage similar tool sets for endpoints, email, network, servers, and advanced threat detection.



PREMIUMCARE CUSTOMER BENEFITS:

- Establish best practices for IT management
- Execute service delivery to fit your culture
- Achieve a better end-user experience for enterprise service levels
- Enable your IT organization to focus on strategic initiatives
- Reduce risk through vertical framework compliance

About MNJ

MNJ is a leading Digital Transformation and IT Solutions Provider. We'll keep you ahead of the curve with our proven practice areas, focus on customer success, and extensive partner ecosystem.

Experience & Expertise

- 50+ Alliance Software Engineers
- 200+ Alliance Data Centers
- 21 years average experience for MNJ engineers

Consistent Execution

- 20+ years in business
- 12 years average customer tenure
- 10,000+ satisfied customers

Company Culture

We are a woman-owned, family-centered business and give our team and customers the same respect. We're friendly, passionate, and committed to excellence.



Are you ready to take your business to the next level? Reach out to one of our specialists at solutions@mnjtech.com to learn how MNJ PremiumCare can support your business initiatives.