



SmartPoint Managed Services: Network Infrastructure

Core over Chore

Let's face it – the various levels of expertise required to complete a full-service IT staff are growing.

Today's average IT staff spends 80% of their time running low value, non-contributory commodity “chore” type activities and only 20% of their time on high value, business differentiating “core” projects that create true company value.

The unfortunate reality, however, is that the high value “core” projects that reduce cost, increase efficiency, and drive sales frequently take a back seat to “chore” activities which keep the lights on.

Carousel's SmartPoint solutions deliver IT services that free you and your team to turn this trend on its head, allowing you to focus on the “core,” not the “chore.” SmartPoint helps you do what you do best – delivering value by meeting your strategic business objectives.

Contact us to learn more

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Customized Support Options that help you focus on your Business

Networks were invented to allow people to communicate and share information. The early days of network development had no idea how important they would become in everyday life, growing far beyond file sharing and printing. Today's networks are sophisticated and complex and need to provide connectivity to mission critical applications like telemedicine, distance learning, CRM and ERP, voice and video collaboration and a myriad of other applications. The increasing complexities of wired and wireless networks present new challenges for IT managers. The network now needs to grow to become self-aware, allowing for systems to alert and communicate directly with other systems for real-time communication and automated problem identification. The bar has been elevated far above just getting the data from point A to point B, to an always on, always available expectation that demands constant management, operation and optimization to meet business mandates. The problem for many, however, is that keeping networks always on and optimized is an expensive and time consuming chore.

Carousel's SmartPoint for network solutions leverage next-generation intelligence technology and industry-leading practices to shift the burden of management off your shoulders and onto ours. Our flexible approach offers an “à la carte” structured opportunity to tailor a solution which assists in advancing your business objectives through our fully managed solutions which can be crafted to complement your own IT expertise, 7x24x365. SmartPoint offers a proactive experience combining event monitoring, real-time intelligence, security compliance, patch management and other critical operational functions designed to meet your unique business needs. Our deep technical expertise and engineers certified in both wired and wireless technologies allow us to monitor and manage your critical assets while helping drive increased business value through enablement of new and often complex technologies.

Proactive Monitoring

SmartPoint performs real-time monitoring of network assets (switches, routers, controllers, access points, etc) and the network connectivity to develop Business Service Intelligence. Our monitoring solutions can allow us to solve problems like lack of coverage, interference, poor throughput/performance and many other common issues.

Reporting

The details are in the data. Our SmartPoint monitoring platform allows us to gain intelligence on the health and availability of your infrastructure. Asset Inventory, QoS and critical resource utilizations are not only delivered via real-time dashboards and historical reports, Carousel also takes the time to review the information with you from some of our industry experts, providing the trend analysis and capacity planning recommendations required for optimal performance.



Network Partners



Day-to-Day Operational Support

Carousel tries to prevent downtime whenever possible by taking a proactive approach to software patching, trending and tuning of your environment. Unfortunately, things can and do break. When that happens, Carousel is either already working on the problem or ready to lend a helping hand to get the problem resolved.

Our Day-to Day Services include:

- **Break/Fix Hardware Support** – Whether delivered from the manufacturer or directly from Carousel’s field technicians, Carousel provides complete support coverage and response in the timeframes required.
- **Patch Management** – Carousel provides formal notification of software and firmware updates for the equipment, schedules the updates and performs the updates so that systems are always running the latest software and protected from security vulnerabilities.
- **Incident Management** – A special combination of escalation, priority-call and problem management, this feature is designed to seamlessly facilitate an event from initial identification, notification and diagnosis to closure and final resolution, efficiently and effectively.
- **Change Management** – Carousel provides system administration for remote programming and move, add and changes (MAC), keeping staff from mundane tasks of adding ports to VLANs, setting up QoS, creating SSIDs, setting policies for access control, etc.. We leverage our industry proven risk assessment policies and procedures when working on assets in your environment to minimize outage potential and downtime.
- **3rd party Agency** – True to Carousel’s collaborative approach, this compilation of Carrier Agency and vendor management provides a means for customers to ensure third- party relationships run smoothly – a critical factor for an intelligent and proactive management strategy.

SmartPoint’s Three Pillars

Our SmartPoint solutions are built with 3 foundational pillars: people, process and technology.

- Our certified people maintain a breadth of skills that allows us to manage, operate and optimize highly complex, integrated environments
- Our process follows an ITIL framework for consistent and efficient service delivery.
- Our technology is comprised of industry leading tools to deliver business service intelligence with real-time visibility, reporting and proactive support

Very simply, SmartPoint provides you with peace of mind backed by reliable infrastructure performance and intelligence.