

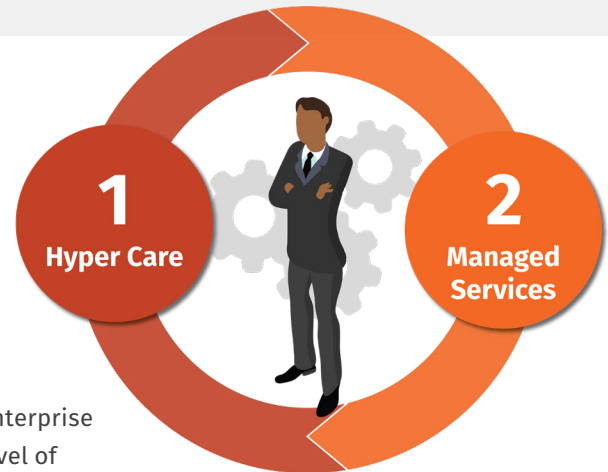
Managed Services

Expert support for all your Microsoft products

We've come a long way since the days of traditional break/fix IT. However, most internal IT teams still aren't equipped to keep up with the pace of innovation. Fortunately, Managed Services Providers (MSPs) have made it easy to stay ahead of the curve in adopting and maintaining new technology.

What is Managed Services?

Hitachi Solutions Managed Services provides expert post-go live support for the entire Microsoft ecosystem, including Dynamics 365, Azure, Microsoft 365, and enterprise mobility and security. Our flexible model gives you the freedom to choose the level of support you need, whether it's a few business hours, 24x7 managed Hyper Care, or somewhere in between. As a premier Microsoft partner with local and global presence, we can help you reduce costs, mitigate risks, and add lasting value to all your Microsoft solutions.



The Value

- Expert monitoring and management of your systems
- Direct partner and premier support with flexible pricing
- On- and off-shore resources can tailor to global operations



The Proof

- Leverage our expertise as a Microsoft Gold Certified Partner
- Holistic monitoring and security platform (NOC/SOC)
- Manage all cloud services from a single point



The Outcomes

- Reduce risk, operational overhead, and IT spend
- Maximize return on existing Microsoft investments
- Quicker escalations/resolutions enable faster deployments

Take Action

Cost-Effective: Predictable low-cost alternative that enhances and supports existing Microsoft solutions and systems.

Global Support: Extensive resource network aligns to your hours of operation while supporting global operations and offices in other geographies.

Flexibility: Monthly service subscriptions range from dedicated business hours to 24/7/365 SLAs. Hours are adjustable month-to-month.

End-to-End Coverage: Our services cover Operations (F&O, AX), Customer Engagement (CRM), Infrastructure (Azure), and Modern Workplace (O365).

Partner With Us

With Hitachi Solutions Managed Services, you can subscribe to the hours you need and use them however you choose. We'll work with you to tackle business critical priorities including new functionality and reports; enhancements and application integration; and staying up to date on current versions, fixes, and patches.

Tackle Any Blockers

I want to manage risks, operational overhead, and IT spend.

Having an experienced managed services partner with global resources replaces the need for a highly responsive in-house team. Our team is available to contact via customer support portal, email, IM, or phone.

- A dedicated team of product support experts including a functional lead, technical lead, and developer that works with you in close continual contact
- A dedicated Customer Success Manager (CSM) and Architect to ensure your needs are met and advise on new Microsoft features and functionality
- Proactive engagement including escalation through our Microsoft Partner support agreements where applicable

I want the option to scale services based on business needs.

You can rely on us to help your systems stay up to date and deal with any unexpected roadblocks, so you can remain focused on moving your business forward.

- Certified local and global support professionals who can provide highly responsive coverage, which can be extended to 24/7/365
- Cloud-based ticketing system for complete visibility, easy service management, and reporting
- Flexible add-on services to assist with specialized skills and complex issues

I want to maximize the return on my existing Microsoft investments.

Whether you've implemented cloud-based ERP or CRM, Teams, AI and IoT, PowerApps, mobility, or something else, we offer support for the entire Microsoft ecosystem.

- Customized, scalable full-suite support for Dynamics 365, Azure, Microsoft 365 (formerly Office 365 – includes Teams, SharePoint, etc.), Enterprise Mobility Suite, and other Microsoft products (e.g. PowerApps).
- Legacy on-prem, cloud, and hybrid Microsoft application support
- Manage all information regarding Microsoft cloud services from a single point with an experienced Cloud Solution Partner (CSP)

I want visibility into all aspects of my environment (NOC) and/or security data (SOC).

Our proactive monitoring service leverages people, processes, and technology to deliver a monitoring platform across IaaS, PaaS & SaaS solutions.

- Infrastructure and application monitoring to detect problems and prevent outages
- Infrastructure, cloud, and identity security monitoring to alert and respond to detected incidents

Cloud Transformation

We connect your cloud and on-prem systems, streamline workflows and insights, and provide:

- Azure expertise including full Microsoft 365 support
- Cloud managed services (e.g. network integration, service optimization, modern compute)

Performance and Diagnostic Services

We provide performance monitoring of on-prem and cloud deployments, middle-tier app servers, backup jobs, server and network infrastructure, and resource consumption.

Application Integration

Our custom plans enhance support for existing Microsoft systems, address the need for multiple skillsets, and keep costs and risks at a minimum by blending onshore and offshore resources.

Release and Source Code Management

Enable continuous improvement and establish a framework for major and minor releases.

As part of the 110-year-old Hitachi Ltd. family, we uphold its legacy of quality, integrity, and excellence. This strong foundation allows us to build trust with our clients, attract the best and brightest people, and create a culture rich in innovation. Through industry-first cloud solutions, we help organizations everywhere to be better every day.