



# Managed Services & Escalation Support

*Kraft Kennedy's IT experts provide round-the-clock support and fast remediation with a focus on daily productivity and user experience. Our team augments and works collaboratively with internal staff as needed.*

## Why Kraft Kennedy?

- We have 30 years of IT experience. With Kraft Kennedy, fast, expert-level support with deep IT knowledge is no longer cost-prohibitive.
- Kraft Kennedy has a 100% retention rate for Escalation Support contracts.
- Our team includes experts with certifications such as Microsoft Certified Master (1 of 135 worldwide), Microsoft Certified Solutions Master (1 of 22 worldwide), VMware vExpert (1 of 1,500 worldwide), VMware Certified Advanced Professional, Citrix Certified Expert, NetDocuments Certified, and iManage Certified Engineer.



*Exchange On-Premises and Online*

*Citrix*

*iManage On-Premises and Cloud*

*VMware*

*NetDocuments*

*Azure*

## Managed Services & Escalation Support

### Proactive Managed Services

- *Monthly*  
Review monitoring alerts, test client connectivity, assess health of key system components, evaluate effectiveness of specific system components, and more
- *Quarterly*  
Provide overview of newly introduced features and more
- *Semi-Annual*  
Review upcoming expirations (e.g. SSL certificates, licensing, agreements, etc.) and more
- *Annual*  
Perform site resiliency failover testing, complete full architecture and configuration assessment, lead strategic meeting with IT stakeholders, and more
- *And more.*

### Reactive Support

- 24x7x365
- One-hour response target
- 50, 100, or 200 hours
- Additional 10-hour blocks may be purchased

## Enterprise-Grade Support

### Fast issue remediation

- Dedicated support team with escalation to subject matter experts
- Reactive support hours may be used 24x7x365 for any supported technology
- One-hour response target

## Microsoft Premier Support

Escalate your issues to the highest level of support within Microsoft. This optional add-on to the above offerings provides access to advanced support within Microsoft, including private hotfixes and root cause analysis.



Gold Communications  
Gold Datacenter  
Gold Messaging  
Silver Cloud Platform