

More security through expertise

# Operation & Maintenance of IT Systems and Software Applications



## How we can support you with operational management and maintenance

msg is your reliable partner for planning and developing applications. We are also happy to support you beyond that and take over the operation and maintenance of your software applications and IT systems. This way we offer you trouble-free and secure operation of your IT-assisted company processes. You focus on your day-to-day business – we'll do the rest.

### Monitoring

Through targeted monitoring of all relevant operating statuses and demonstrably effective prevention, we keep the availability of your systems and thus your ability to act at an optimal level at all times. With correctly set operating parameters, you can react to an emerging incident before your users or customers are affected.

### Support

We operate an effective 3rd level support for you, which can be contacted by your users at any time and processes your requests securely and reliably. Compliance with your Service

Level Agreements (SLAs) is our constant goal and is documented by a transparent and meaningful reporting. In this way, we always provide you with the optimal support.

### Security

msg keeps your systems continuously up-to-date and thus prevents security gaps - no chance for intrusion.

In the event of hardware failures, our operations team responds swiftly and prevents damage to systems and your valuable data through their competent action.

### Your benefits with Operation & Maintenance by msg

- Early detection and fixing of incidents through targeted monitoring
- Optimized SLAs through meaningful reporting
- Satisfied customers and employees
- We keep your systems continuously up-to-date and and thus prevent security gaps
- You can focus on your day-to-day business

## How much can we do for you?

Performance Package	Monitoring	Alarm Mails	Alarm Intervention	3rd Level Support	Prod & Test System	Security Updates	SLA & Reporting
Implementation of monitoring	✓	-	-	-	-	-	-
msg Monitoring	✓	✓	✓	-	-	-	-
msg Complete Operation	✓	✓	✓	✓	✓	✓	✓

Do you have any questions or would like a non-binding consulting session? Then we are looking forward to hearing from you.



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