

PROFESSIONAL INFORMATION TECHNOLOGY SERVICES



ADVANCED TECHNICAL EXPERTISE WHEN YOU NEED IT

Companies are always on the hunt for ways to decrease overhead, improve information technology (IT) business solutions quality, and bolster time to completion for complex projects. IT leaders are charged with improving operational performance and enhancing the end user experience. To accomplish their goals, IT leaders want a vendor that provides supplemental IT engineering solutions that help save IT operations resources and accelerate IT business solutions delivery.

Managed by the Networking For Future (NFF) Professional Services team, the NetActive Portfolio focuses on delivering supplemental IT subject matter experts (SMEs) to clients with strategic, technical, and operational assistance requirements. NetActive personnel augment the expertise of the existing client staff and provide hardware and software support services.

NetActive Portfolio technical expertise includes:

- IT architecture, design, and engineering
- Network infrastructure implementation and system modernization
- PMP certified project management
- Performance management and optimization services
- Training, knowledge transfer, and advisory services
- Periodic IT audit and health checks
- Maintenance management to enhance product warranty and technical services contracts

“I think their NetActive program is special. Our network engineers are so busy that we needed to turn to Networking For Future for a knowledgeable engineer.”

- Barry Arnold, Director of Network and Data Center Operations, Georgetown University

NetActive Portfolio

Co-Managed Support


Co-Managed Support augments the expertise of your IT staff and delivers ongoing premium support services in conjunction with your IT staff. Co-Managed Support offers:

- Collaborative system architecture, engineering, and strategic planning
- IT engineering expertise with institutional knowledge of your staff, infrastructure, and systems
- Agility when IT resource needs rapidly change or evolve
- Comprehensive reach back technical support from the NFF engineering bench
- Proactive real-time trouble identification and issue resolution from certified engineers
- Continuous network and system performance analytics that provide actionable insight
- Bi-annual technical reviews to align IT resource utilization with network and systems capacity
- Network hardware and software mapping, governance, and compliance risk assessment

Project

Project provides clients with advanced technical services, through remote or on-site engineers, for network and IT systems support and projects. Project offers:

- Certified IT expertise for your project
- Increased efficiency for your employees while they focus on their primary responsibilities
- Operational health checks and audits
- Network infrastructure and system inventory

NETACTIVE PORTFOLIO		
	CO-MANAGED SUPPORT	PROJECT
ACCESS TO OUR EXPERTS		
Breadth of Technical Expertise		
Partner Services		
Architecture and Design Insight		
ENGINEERING SERVICES		
Scheduled / Task Based		
Design, Move, Add, Change		
Break / Fix Support		
NETWORK PERFORMANCE SERVICES		
Proactive Network Problem Monitoring and Alerting		
Automated Network System Backups		
Network Endpoint Visibility		
STRATEGIC NETWORK INSIGHT		
Automated Network Discovery and Topology Mapping		
Bi-Annual Network Infrastructure Audit and Strategic Roadmap Review		
Software Version Control <ul style="list-style-type: none"> • End of Life / End of Support 		
Hardware Inventory Reports <ul style="list-style-type: none"> • End of Life / End of Support 		
Network Capacity Management		
Application Traffic Analysis		
Network Change Visibility / Audits		