



Managed Services

Simplify, modernize and optimize IT

CAG emphasizes aligning infrastructure, applications, security, operations and lifecycle services with business requirements, across a broad spectrum of industries.

With managed services tailored to each client's specific needs, we accomplish our clients' goals even in the most challenging economic or change environments. We utilize the latest technologies and service approaches scaled to our clients' specific requirements at a budget level that fits performance targets. Whether you're a Fortune 1000 company, educational institution or a small-to-medium-sized business, we make IT better, faster, cheaper and more secure.

Key Managed Services:

- **IT outsourcing**
- **Network operations and infrastructure**
- **Network monitoring and management**
- **Application management**
- **Service desk and service desk management**
- **Security services** - assessment/audit, remediation, ISO and ongoing support
- **IT governance and leadership**
- **Cloud transition and related services**
- **Managed Resource Program (MRP)**

Select Managed Services Explained:

- **IT outsourcing**
 - Complete management of the technology function
 - Alignment of technology delivery with strategic business objectives
 - Onboarding of existing IT resources to CAG
 - Management of all systems and infrastructure
 - Reporting of key IT metrics
 - Management of IT governance
 - Project planning and prioritization
- **Network monitoring and management**
 - Device monitoring
 - Incident verification and assignment
 - Detailed troubleshooting and remediation
 - Dispatch if required
 - Tracking through final resolution of incidents
 - Incident reporting
- **Application management**
 - Enterprise application implementation
 - Custom application development
 - Interface development and support
 - Software/application lifecycle management
 - Enterprise software/application maintenance
 - Application monitoring and management
- **Cloud transition and related services**
 - Support of cloud migration assessments –evaluation, planning (including resource leveling), transition and optimization
 - Ongoing support of cloud services – monitoring and management – standalone or augmenting cloud-based tools
 - Performing cloud migrations, e.g., to Office 365
 - Performing cloud migrations to a platform, e.g., AWS
 - Support of cloud-based Software as a Service (SaaS) initiatives and Platform as a Service (PaaS) initiatives

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