



Managed Services

American Digital is a Chicago-based Enterprise IT solutions partner focused on data center and edge-computing transformation. Our experienced Professional Services team of solution architects, engineers, and project managers work together to help clients design and implement key enterprise IT solutions that promote efficiency, flexibility and growth.

As a leading managed services provider, American Digital offers capabilities to manage your complete infrastructure including key business applications – from simple monitoring to fully managed services.



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Managed Services Strategy

American Digital offers the following managed services to help your organization deploy your hosting strategy:

<p>INFRASTRUCTURE MANAGEMENT & MONITORING</p>	<ul style="list-style-type: none"> • O/S (Windows, UNIX/Linux, OpenVMS) • Aruba and Cisco Wireless • HPE/Aruba and Cisco Switching & Routing • Servers, Blades, Storage • VMware and Hyper-V • Security and Compliance
<p>DISASTER RECOVERY & BACKUP</p>	<ul style="list-style-type: none"> • Disaster Recovery • Backups (Fully Managed, on Premise or Remote)
<p>APPLICATION MANAGEMENT & MONITORING</p>	<ul style="list-style-type: none"> • SAP • SAP HANA • Most Microsoft Technologies
<p>24/7 HELPDESK</p>	<ul style="list-style-type: none"> • First Level Support Calls • Escalation Management • Ticket Management (Client & OEM Vendors)
<p>SUPPORT LEVELS</p>	<ul style="list-style-type: none"> • Customer On Premise • American Digital Hosted • Reactive Monitoring up to 100% Managed Options
<p>PROJECT MANAGEMENT</p>	<ul style="list-style-type: none"> • Detailed Project Plans and Timelines • Project Execution and Leadership • Continual Communication and Escalations • Budget to Actual Financial/Status Reporting • Issue Log Tracking • Project Closure and Handoffs