

See how BlackHawk Data's proactive approach to managed services can make a difference in your business. Contact us today at 877-456-HAWK

BlackHawk Data Managed Services Proactive Protection and End-to-End Management

For many organizations, the technology tools that were intended to make innovation easier and dramatically reduce operational costs have fallen short. As the pace of technology accelerates and the ability to keep up with it evaporates, organizations of all sizes and industries are looking for ways to augment their in-house staff, expand their capabilities and enhance opportunities to benefit not only from streamlined technology processes, but also the freedom to innovate and grow.

Mismanaged technology is a drain on finances and efficiency, and also opens the door to a myriad of security vulnerabilities that create dissatisfied users, incomplete projects, and a general feeling of continuously "putting out fires," instead of introducing new products to market.

Don't Sweat IT

BlackHawk Data takes a holistic, end-to-end approach to managing every aspect of our customers' networks. This means looking at the entire infrastructure and creating a traffic-pattern baseline that enables us to easily identify anomalies before it's too late.

Our services go beyond the simple break-fix model with 24x7x365 monitoring and management services that include proactively troubleshooting and addressing issues when they arise and delivering solutions to our customers, instead of problems.

We also provide a dedicated, local engineer committed to getting to the heart of each customer's infrastructure. Customers can rest assured that they have a contact person — with a team of experts behind them — who is committed to supporting their business.

BlackHawk Data Difference

- One point of contact
- No extra POs
- Local, in-house staff
- Onsite quick fix
- Hands-on executive leadership
- Customer owns the network
- Deliver solutions not problems
- Only charge for what you need

End-to-End Management

We offer a wide variety of services for your organization, no matter the size or the industry.

- **Data Center** – Manage all aspects of your physical servers and virtual machines from connectivity and performance to CPU consumption and storage space.
- **Network Infrastructure** – Manage your network devices, switches, routers and provide OS upgrades/patching
- **Voice/Unified Collaboration** – Provide discovery audit of voice systems, and move, add, change or disconnect (MACD) devices or services
- **Cyber Security** – Conduct security assessments, monitor all threats, provide mitigation and containment of security breaches and triage
- **Mobility** – Monitor wireless controllers and all access points, manage SSID, performance, software upgrades, and provide lifecycle management of devices
- **Audio Visual** – Support conference rooms, collaboration spaces, command and control centers, and large venues and auditoriums
- **Physical Security** – Assess and manage building and people security, access control, and video surveillance equipment
- **Desktop and PC Support** – Provide help desk support, OS patching and application delivery, and assist with compliance reviews and remediation

BlackHawk Data is a Woman Certified Business



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