ANM IT Ops

Maximize your operational efficiency with our predictive IT services platform

IT infrastructure management can be hugely complex and time consuming, leading to unproductive downtime. Careful monitoring requires a lot of resources, and the uncharted sea of data surrounding your IT infrastructure can be almost impossible to navigate. This is why our world-class engineers built and operate ANM IT Ops – a powerful, AI-enabled IT services platform that minimizes the time and resources needed for IT management.

Questions to consider:

› Do you lack staff or expertise for IT challenges?

› Do you have availability (uptime) issues?

› Where are the gaps in your IT support?

› Do you need a strategic IT partner?

ANM IT Ops offers:

› Managed services delivered on an easy-to-use, best-in-class platform

› Expertise from our project, support and DevOps teams to lighten the load of your IT department

› Customizable solutions to meet your team where they are

› The ability to foresee the needs of your IT infrastructure

› Enriched data for better visibility, informed decisions and rapid response

› Automated ITIL processes that optimize how you implement, manage and operate IT solutions

Peak efficiency

IT infrastructure continuously grows more complex. You need a scalable solution that's powerful enough to reign it in and the right people to operate it. ANM IT Ops consolidates all the information you need into one centralized platform that helps you visualize your entire IT infrastructure and allows you to customize your level of support.

A team of experts at your service

ANM IT Ops is people, processes and technology all working together. Our experts work closely with you to provide ongoing support. They also work directly with our DevOps team to take on your more complex challenges and continuously streamline processes, workflows, automations and integrations.

WHAT SETS US APART:

› Highly skilled and certified engineers

› A dedicated DevOps team that's continuously improving the platform

› Fully customizable solutions to fit your exact needs

› Proactive management

› Enriched data for better decision-making

› Automated ITIL processes

WHAT YOU CAN EXPECT:

› An intuitive IT monitoring platform

› A smooth-functioning IT infrastructure

› Maximized resources

› Minimized downtime

› Unparalleled infrastructure observability

Enriched data, automated ITIL processes and predictive capabilities

Keeping up with and reacting to the needs of your IT infrastructure is challenging enough, even for most MSPs. But the ANM IT Ops platform is capable of so much more! By enriching our systems with IT industry information and using AI to learn from that data, we can maintain a current and comprehensive configuration management database, automate ITIL processes, and even predict and resolve future issues.

ANM IT Ops tiers of service

Monitor – Our platform will watch for issues and alert you when they arise.

Escalate – Our platform will notify us to validate issues and contact you for next steps.

Remediate – We'll resolve the issues that you or our platform discover and communicate status to you.

Predict – In addition to resolving issues, we'll create a proactive solution to prevent issues from occurring.

	Monitor	Escalate	Remediate	Predict
24x7 Service Desk Access	√	√	√	√
Online Portal	√	√	√	√
Advanced Monitoring	√	√	√	√
CMDB Management	√	√	√	√
Basic Reporting Package	√	√	√	√
Environment Review	-	√	√	√
Alert Response, Triage & Escalation	-	√	√	√
Response SLAs	-	√	√	√
Quarterly Business Reviews	-	-	√	√
Incident Management / Resolution	-	-	√	√
CMDB Reporting	-	-	√	√
Advanced Reporting Package	-	-	√	√
Service Request Management	-	-	√	√
Change Management	-	-	√	√
Problem Management (RCA)	-	-	√	√
Proactive Security Patching	-	-	√	√
Problem Management (Predictive)	-	-	-	√
Capacity Forecasting	-	-	-	√
Proactive System Health Checks	-	-	-	√
Environment Audit	-	-	-	√

Here is just one example of an ANM IT Ops workflow:

1. ANM IT Ops discovers an IP address in the environment.

2. Via SNMP (Simple Network Management Protocol), ANM IT Ops learns the device behind the IP is a router based on some of its attributes.

3. Then, ANM IT Ops queries the device's manufacturer to learn it's a Cisco router. It grabs additional information like the device's base configuration, the software version installed and the device's serial number.

4. With this information, the platform enriches the data by querying Cisco's warranty site with REST APIs to pull back dates for end of life, end of warranty, SmartNet contract number, coverage level and more.

5. It then passes everything back to the CMDB where other workflows can also leverage this information to inform the customer about upcoming renewals or technology refresh recommendations.

6. It alerts the support team to device configuration changes, plus tells them what changed and who made the change.

7. Knowing the device's software level, our system utilizes a different Cisco API to pull back all the known vulnerabilities and severity scores to help the team understand and plan for patching these vulnerabilities.

Customized solutions

Your enterprise faces unique IT challenges. That's why we offer four tiers of managed services that enable you to mix and match service to asset, so you can use our experts to fill the gaps on your bench.

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Get in touch with us!

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