

# Verizon Remote IP Application Management

**Verizon Remote IP Application Management** is a professional services led proposition, that provides a consultative approach to understand, advise, design and implement a solution to enable your organisation to transform and utilise IT to deliver business benefit. Verizon Business can also monitor and manage your applications and IT infrastructure on your premises, or any data centre.

Verizon Business can improve the operational maturity of your applications and infrastructure using proven processes and tools to reduce the frequency and effort of problems and changes, and can wrap these services in an industry leading set of service level agreements (SLAs), focused on the transactions that you define. Our customised business process SLAs go far beyond mere network or server monitoring. Instead, we deliver complete IT operations around the business processes that matter most to your business. Whether that means customers shopping at your site, internal users managing your supply chain, or checking in a guest for the night, Remote IP Application Management ensures that your business is doing business online, all the time. Best of all, we deliver these services where you need them: in one of our data centres, in your data centre, or even a third-party location.

## Customer Business Challenges

- Technology shifts are costly and risk-prone, with additive pressure of securing hard-to-find skills and resources for support
- Increased IT complexity results in cost and poorly optimised support infrastructure
- To remain focused on core competencies
- IT spending must be justified—IT departments are under pressure to maintain or reduce spending
- To respond quickly to technology shifts
- IT departments in all enterprises require reliable and stable platforms on which to layer differentiating applications
- Difficult to hire and retain competent IT staff
- Basic tasks take up majority of resource

## Customer Business Issues

- Increased IT complexity results in poorly optimised support infrastructure
- Demands for constant efficiency gains
- Integrating new technologies to meet business requirements
- Scalability and flexibility of architecture
- Difficult to hire and retain competent IT staff
- Basic tasks take up majority of resource

## Verizon Business Differentiator

- Industry leading tool sets unencumbered by in house technology bias
- End-to-end expertise to deliver globally
- Seamless solutions with incremental support options
- Focus on technology support with a tried and true collaborative approach with the customer

## features

- Extensive Professional Services portfolio
- Monitoring and management
- Total View customer portal

## benefits

- Provides comprehensive monitoring and management of business-critical applications and infrastructure
- Helps ensure essential business processes are available to your end-users
- Provides real-time visibility into system metrics, reports, change tickets, and problem resolution via customer portal

## Benefits to the Customer

Leverage in-house IT staff for strategic focus

- Your systems and applications are managed 24x7 by Verizon Business experts who can help keep services available.
- Relying on Verizon Business experts allows you to free up scarce IT resources for deployment on more strategic efforts.

Cost efficiency and scalability

- 24x7x365 staffed Remote Operations Center (ROC).
- Access to best-of-breed tools with no up-front capital investment.
- Support for complex and diverse technology without hiring a variety of skilled technical staff.

Governance and Security

- Verizon Business performs access management by logging and auditing access to and activities on your systems
- Oversight for change management process and implementation
- Patch management and deployment helps avoid vulnerabilities

System availability

- Customised business outcome SLAs are provided for your peace of mind.
- Quick response and resolution of problems can result in improved system availability.
- Full visibility into problem, service and change status and history.
- Based upon world-class operations practices and tools.

Flexibility

- With a broad array of hosting and management options from Verizon Business, you can choose your technology and location

## Professional Services Deliverables

- Enterprise site framework
- Architecture and consulting for IT delivery systems
- Technology implementation, migration and consolidation
- Capacity assessment and design
- Operational maturity assessment
- Business continuity and disaster recovery planning
- IT system risk mediation
- Security assessment and design
- Network LAN and WAN audits

## Associated Verizon Business Services

- Hosted messaging and collaboration
- Hosted e-commerce
- Hosted storage
- Hosted server infrastructure
- Network services

## Solutions

- Professional Services
  - Consulting and implementation
  - Architect, assess, plan, build and remediate
- Ongoing Operations
  - Monitoring and management
  - Customised business outcome SLA
- Total View
  - Customer visibility
  - Metrics, tickets and reporting

## Industries

- A leading luxury retailer – build new online store, migrate existing eCommerce platform
- Major Airline – outsource critical e-commerce environment, management of flight operating system
- U.S. Financial institution – scalable platform created to support expansion

## What we bring to every client Engagement

- **Broad Range of Services.** Verizon Business provides robust application management and monitoring services to servers located on a customer's premises, a Verizon Business data centre, or a third-party data centre.
- **Extensive Professional Services Portfolio.** Provides in-depth assessment and consulting on enterprise site strategy and design, server and network deployment, and assessment and tuning.
- **Ongoing Management.** Includes extensive change control that fits your business processes into our best practices management strategy.
- **"Customised Business Outcome" SLA.** Ties results to your real-world application up-time goals and metrics.
- **Total View.** Customer portal provides real-time visibility into system metrics, reports, change tickets, and problem resolution.

## Next Steps in the Engagement

The Verizon Business Professional Services organisation can be engaged on any opportunity—no engagement is too small or too large. The service is normally a pre-requisite to engaging Remote IP Application Management monitoring and management services. Professional services include:

- **Assessments:** The solutions consultant will conduct a quantitative and qualitative assessment.
- **Data Evaluation:** The solutions consultant and client executive together with a cross-functional Verizon Business team will evaluate the aggregate assessment.
- **Operational Maturity:** Working on a business level, the solutions consultant will conduct interviews with key people within your organisation to determine the operational maturity of your organisation, with recommendations for improvement.

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