



» Fidelus Technologies: Managed Services

Fidelus Experts 24x7x365

Fidelus Managed Services (FMS) gives you peace of mind, knowing our dedicated team of engineers is working around-the-clock, 24x7x365, to assure your technology environment is running smoothly.

At Fidelus, we understand that each client environment is unique. Therefore, we have developed a flexible mix of monitoring, access, and escalation paths to assure we serve each of your specific requirements. Our Managed Services include:

- 24x7x365 Remote Support,
- Real-time Proactive Monitoring & Support,
- Custom Reporting & Quarterly Business Reviews,
- Release Management,
- Software Upgrades & Maintenance.
- Incident & Problem Management & Resolution,
- Vendor Escalation & Case Ownership.

The FMS team uses state-of-the-art systems and tools to monitor and manage our clients' technology environments in real time.



Contact Us Today!

@ solutions@fidelus.com

☎ 1 866 FIDELUS

✉ 240 W. 35th St. 6th Fl. New York, NY 10001

Collaboration Managed Services (CMS)

The CMS team assures that the life's blood of your business, your communication and collaboration systems, work to support your business. If an issue arise, we are on it immediately, providing support and remediation, to assure your communications are as you want them to be.

- 24x7x365 monitoring, response & remediation
- Includes: phone, collaboration, conferencing & video conferencing, and unified communications systems
- Support of multivendor environments
- Cisco UCC Gold partner
- MAC-D & Engineering Hours
- CCNA to CCIE Level Troubleshooting

Monitored can systems create a high volume of alerts. Based upon our expertise, we have developed special filters to distinguish the "noise" from the alerts that require action. This means that our team can respond immediately and reduce event resolution time. You can rest assured that if an event occurs, the FMS team handles it.

In addition to monitoring and resolving customer environment issues, the FMS team continually works with Internet Service Providers, Wide Area Network (WAN) Service Providers, Telephony Service Providers and providers of other services connected to the client systems under our protection. The Fidelus Managed Services team is an extension of your IT team. You can focus on other tasks while we keep your operational systems humming.

Network Managed Services (NMS)

Our NMS team is an extension of your IT team. If an issue arises, we work with you to find the root cause. If the issue is determined to be something other than the network, our team can assist as needed to ensure the proper support and remediation is provided as required.

- 24x7x365 monitoring, response & remediation
- Includes: phone, collaboration, conferencing & video conferencing, & unified communications systems
- Support of multivendor environments
- Cisco UCC Gold partner
- MAC-D & Engineering Hours
- CCNA to CCIE Level Troubleshooting

Our Certifications



- Cisco Gold Certified
- Cisco Master Managed Services
- Cisco Master Unified Communications
- Cisco Advanced TelePresence
- CCNA, CCNP, CCIP, CCIE (Voice, Data Center, Routing & Switching, Service Provider), CCDA, VCP5, ITILv3