

GLOBALGIG MANAGED SERVICES FOR HIGH NETWORK AVAILABILITY AND PERFORMANCE

Network and device management to improve operational efficiencies & uptime

Network connectivity is the lifeblood of enterprise businesses, critical to day-to-day operations. No business can afford the revenue disruption from outages. Today's distributed network is increasingly dynamic and complex, and managing network and devices can become an increasingly resource-intensive burden, diverting technical staff from growing your core business.

Globalgig managed services is designed to simplify network and device management by providing critical 24x7 monitoring, alarming, configuration and support, allowing your valuable IT resources to focus on key business initiatives. Our team of experienced and certified technicians provide the expert support that complement in-house resources to improve network reliability, ensuring business continuity.

Globalgig Managed Service Highlight



Ticketing and Reporting: Providing hourly, daily and monthly views via a secured web portal.



Root Cause Analysis: Analyze and pinpoint reasons for outage, identifying future improvement areas.



Health Monitoring and Notification: Remote monitoring of LAN and WAN devices with threshold-based alerting and notification.



Incident Management: Comprehensive support including escalation to network providers and hardware vendors, managed through incident resolution and remediation.



Device Configuration and Maintenance: Configuration support based on business requirements and ongoing maintenance for firmware upgrades and software patches.

Globalgig's Managed Services complement your team to augment capabilities to keep your network up and running. Our staff of networking experts is focused helping your company scale and grow by improving operational efficiencies.

Key Benefits

Benefit from comprehensive coverage of your networks and devices

Gain a holistic look at your network with proactive monitoring, ticket management and reporting

Lower TCO with cost-effective hardware and software support

Enable better business planning with real-time reporting and monthly summary reports 24x7x365 support

Benefit from the simplicity of working with a single provider

About Globalgig

Globalgig orchestrates hyperconnectivity for the enterprise business continuum using managed communications solutions. Globalgig provides wireless connectivity across a 200-plus country footprint and offers a full suite of communications services and products including Hosted VoIP, Mobile Device Management, Wi-Fi Hotspots, Remote Office and Backup, Technology Expense Management and IoT/M2M connectivity solutions. Globalgig is headquartered in San Antonio, Texas, with offices across the U.S., and in London and Sydney.