TOP GUN
TECHNOLOGY
Managed Onsite Service Programs

As many organizations push to modernize, next-gen initiatives become your IT team's primary focus and other physical tasks/routines are no longer able to command the attention or focus that's necessary. Top Gun Technology provides a portfolio of physical infrastructure services, including Managed Onsite Service Programs, with an emphasis on physical servers, storage and networking hardware – from the data center to your network's edge. By leveraging highly trained and skilled technical experts to perform a variety of infrastructure support tasks, your internal team can remain focused on more strategic IT projects. Your Top Gun team delivers in accordance to your internal procedures and becomes a natural extension of your own IT organization.

With optimized access to onsite, dispatched and/or remote technical experts, Top Gun ensures that your routine tasks are performed reliably, within a highly managed delivery program that's specifically designed to consistently achieve your internal service level agreements. **Proven, Trusted and Reliable**℠.

**Gain Efficiencies with IT Enablement Services from Top Gun**

As a 20+ year provider of hardware and software support, Top Gun's trusted and highly skilled technical staff provides required delivery of installs, moves, additions and changes, spanning the breadth and geographic distribution of your mission-critical infrastructure. Going beyond a traditional IMAC or Smart Hands service, Top Gun's onsite services are delivered within a formalized program, so that your operational tasks become manageable with a dedicated service assurance team that achieves your desired outcomes and required timelines.

Managed Onsite Service Highlights

- Tailored, outcome-based programs
- Economic models that align with your OpEx structure
- **Multi-OEM expertise** on mission-critical servers, storage and network assets
- Adherence to your operational runbook
- Work tracked within ServiceNow® or your ITSM system

- Service assurance and governance reviews
- Ongoing process and procedural improvements
- Opt-in access to 7x24 backline L3 engineering support, as needed, to support onsite resources
- Dedicated onsite or dispatched technicians
- Vetted and trusted technicians, available with local language support

Focused on Value Creation

- Accelerate strategic initiatives by offloading your internal experts from routine tasks
- Agile program that easily adapts to your growth and transformational objectives
- Pay for only what you need, where and when you need the work performed – globally
- Multiple levels of expertise perfectly matched to tasks, urgency and workloads

- Fully tailored and managed program delivery that aligns with your process, procedures and work flows
- Gain visibility to data center and network edge activities with increased security and monitoring
- Natural extension to Top Gun Technology's **infrastructure maintenance** and **IT enablement services**
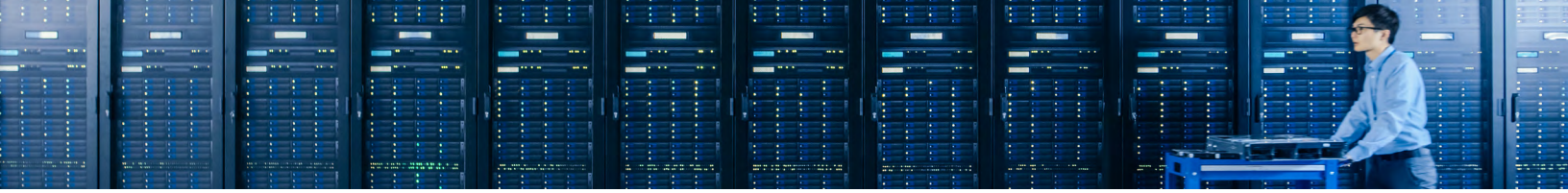
Optimizing Your Onsite Technical Operations

Your Top Gun team focuses on service outcomes by continually seeking efficiencies within your daily operational runbook. Performing under the OverWatch℠ digital framework, your physical tasks and events can be scheduled, monitored, and tracked on a 7x24x365 basis. For assets under Top Gun's hardware maintenance, your system alerts can trigger actions that prevent disruption. By combining routine maintenance with problem avoidance measures, you'll operate at peak performance and resiliency.

Examples of Supported Program Tasks

- Escorting vendors within your facility
- Site surveys & asset tagging
- Data center and network edge services, such as asset installations, moves, adds & changes
- Visual inspections
- Power cycle support
- Racking/de-racking of data center assets
- Onsite repair & replacement operations
- Backup/recovery support & media loading
- Onsite networking device testing
- Cable testing & repair services
- Onsite or remote hands support
- Optional access to L3 backline engineers
- Service delivery & escalation management
- Performance and Capacity Planning
- Firmware or OS patch installations, when proper authority and access is granted

- Staging, configuration and installation of diverse networking devices
- Prep hardware for decommissions or asset moves
- Technical leadership for project-based delivery
- Physical management of colocation equipment
- Identify and report discovered malfunctions
- Submitting system commands upon client direction
- Collaboration with facilities staff to proactively address any open incidents/tickets
- Operating within a service and escalation management framework for greater visibility and security controls

Opportunities for Further Research

- *IT Enablement Services Overview*
- *Hardware Maintenance Overview*
- Follow *Top Gun at LinkedIn*
- *Technical Blogs*
- *Case Studies*
- Supported Technologies:
    - *Server*
    - *Storage*
    - *Network*
    - *Software/OS*

Contact Details

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