Managed Services – The Catalyst for Change

Managed services allow you to enhance the day-to-day operations of your IT and achieve a range of performance-based outcomes including:

- Moving from a manage infrastructure to managing performance-based outcomes
- Maintaining a clear focus on business impact
- Embracing flexible As-a-Service and cloud models that deliver speed and agility
- Realizing a seamless technology experience with a single contract and point of contact

With ePlus Managed Services fueling your State You Seek—Today

Gain the Future

- Service consumption model and ad hoc options
- SLAs, national and global coverage
- Integrated on-site staffing with customizable replacement program
- Proactive device monitoring and UPS battery protection
- Security consulting services, SOC-as-a-Service for traditional managed security services
- Infrastructure
- Customized suite of consumption-based services including cloud

To a wide portfolio of offerings...

<table>
<thead>
<tr>
<th>SERVICE TYPE</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>MONITOR</td>
<td>Customer-driven by your business needs, we create the framework for your unique recommendations.</td>
</tr>
<tr>
<td>MANAGE</td>
<td>We deliver the strategy, tools, and services required to meet your operational needs.</td>
</tr>
<tr>
<td>MANAGE</td>
<td>We provide tips, tricks, and diagnostic tools to manage your technology investments.</td>
</tr>
<tr>
<td>ENHANCED SUPPORT SERVICES</td>
<td>Advanced strategy, process, and tools to ensure your needs are met</td>
</tr>
</tbody>
</table>

Gain the Future State You Seek—Today

With ePlus Managed Services fueling your innovation, you’ll be empowered to:

- Realize a seamless technology experience with a single contract and point of contact
- Embrace flexible As-a-Service and cloud models that deliver speed and agility
- Move from managing IT to managing performance-based outcomes
- Maintain a clear focus on business impact

Why ePlus for Managed Services?

- People
  - Certified and Audited
  - 24x7x365 Support
  - Certified Bench
- Process
  - ITIL Framework
  - ServiceNow ITSM
  - Executive Dashboard
- Tools
  - Hybrid Monitoring

From customized service levels...

- Daily, Monthly, Annual, or ad hoc options to meet your operational needs
- A range of service levels to meet your operational needs...

To fuel your future state...

Imagine the possibilities if you could move away from your current state...