

PARTNER WITH
SHADOW IT AND
TRANSFORM HOW YOU
DO BUSINESS.

Contact us today.



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I.T. MANAGED SERVICES

Delivering end-to-end technology managed
services for business, education and industry.



TRUST A TEAM INVESTED IN YOUR SUCCESS

The list of technical disciplines you're responsible for managing seems to never end, but the resources and budgets to manage it all gets tighter every year. Shadow IT Services created our IT managed service offering to take the uncertainty out of complex technical projects, providing your team with assistance on the requests taking up most of your time.

OUR SECURITY PROMISE TO YOU

Every Managed Service engagement includes comprehensive security monitoring from our trusted partner, Recon Infosec.

We take your security seriously, and we require every managed service client has the best security practices. That's why we partner with Recon Infosec for security assessments and penetration testing on every account we manage. This ensures there is no single point of failure in your critical systems. Together we monitor your environment for changes and anomalies, install agents for endpoints, and collect network traffic data through on-premise sensors. We can then triage any issues we encounter with precision.

SHADOW IT SERVICES MANAGED SERVICES

All of our Managed Service engagements include expert support for your entire IT stack. Select one service or combine them as they make sense to you.

Managed Server and Backups

- With Managed Server, we'll monitor performance and execute any OS patches.
- We execute all backups, verification and testing of your servers.
- We manage all antivirus software.
- Disaster recovery setup and maintenance for offsite or onsite deployments.
- We'll manage and maintain your storage virtualization with VMware vSAN.

Managed Workstation

- We schedule preventative maintenance, antivirus and OS patch management.
- Through on-site and remote support, we manage your systems, track warranties and service renewals.
- Complete support for desktop virtualization and application virtualization with VMware Horizon View.

Managed Network Device

- Managed Network Device ensures that your firewalls, switches, and routers are properly updated.
- We combine preventative maintenance with remote and onsite support for expert monitoring and remediation.
- Trust your switch configurations for VLAN membership, port security, spanning-tree modifications, port-channel aggregation, and best practices modifications to Shadow IT Services.
- Complete support and monitoring of network virtualization with VMware NSX.

Managed Virtualization and Compute

- Managed virtualization services ensured your server software and firmware are updated and secure.
- We handle all software upgrades for VMware vSphere and Hyper-V.
- Best practices review for virtualized environments for performance, scalability, and security.

"WHAT IS MY MANAGED SERVICE COMPANY EVEN DOING?"

With Shadow IT, you get unfiltered access to our resources, so you never have to wonder what we're doing and if you're getting value from our partnership. We work together not just when your systems alert us to an issue, but even as your business grows and changes.

In addition to our road mapping and CIO level services, you'll have access to engineering resources in a wide range of skillsets, including impressive response times, and escalation paths for critical situations.

MORE THAN JUST YOUR IT TICKET SUPPORT TEAM

Put your critical infrastructure, hardware and data in the hands of experts who have done it all. Our managed services extends your team, giving you access to new skills and deployment technologies to help you think big and move fast.

Clear out your backlog and get proactive at work. Shadow IT Services delivers rapid response, remediation and monitoring of your technical systems.