

# Catapult Management Services

Accelerate innovation with environment management and strategic improvements

## OVERVIEW

Catapult **Management Services** is a range of cloud subscription services to monitor, remediate and deliver strategic recommendations to optimize your environment through a team of best-of-breed subject matter experts. By filling expertise needs and closing technology gaps, Catapult's **Management Services** helps solve your day-to-day IT operations, as well as innovation challenges. We bring deep expertise across all Microsoft technologies, as well as related technologies, to deliver flexible IT support, and help maintain and optimize your technology posture.

## HOW IT WORKS

Catapult helps you identify your key business goals to choose the level of service that fits your business model. The **Standard Level** includes routine support and proactive environment management across the Microsoft ecosystem. The **Advanced Level** supports what the Standard Level offers, plus ongoing coaching for a programmatic, roadmap-driven delivery of new and improved capabilities. Management Services are contracted based on a mix of a fixed monthly fee and a committed monthly amount of technical execution hours.



### STANDARD

#### Flex: Sustaining Applications & Microsoft Technology

##### Routine support and proactive environment management across the Microsoft ecosystem

- Management of requests/priorities to resolve issues
- Environment health checks and insights
- On-demand access to technical expertise across Microsoft platform

### ADVANCED

#### Strategic Improvement Programs

##### Programmatic, roadmap-driven delivery of new and improved capabilities

- Assess your environment, develop baseline, create personalized roadmap
- Ongoing coaching led by dedicated customer experience person and SMEs
- Implementation of technical architecture, software, processes and policies
- Includes IP (Catapult and/or 3rd party) to extend Microsoft platforms
- Workshops & education to keep up with evolving Microsoft platforms & needs
- Includes Flex program hours

## STANDARD Flex: Sustaining Applications & Technology

Catapult offers routine support and proactive environment management across the Microsoft ecosystem. This chart depicts a few examples of the different ways we can help and the technologies we support.

	Applications	Infrastructure & Operations	Data & AI	Digital Workplace	Security & Compliance	Dynamics
<b>Sample ways we can help</b>	<ul style="list-style-type: none"> <li>Replace/enhance applications</li> <li>Modernize/migrate</li> <li>Requirements gathering</li> <li>Bug fixes</li> <li>Overflow resources for internal team</li> </ul>	<ul style="list-style-type: none"> <li>Create, move or restore VMs</li> <li>Desktop Deployments</li> <li>Patching</li> <li>System Health checks</li> <li>Upgrades</li> </ul>	<ul style="list-style-type: none"> <li>Build and deploy dashboards &amp; reports</li> <li>Database cleanup</li> <li>Backup and maintenance</li> <li>SQL server healthchecks</li> </ul>	<ul style="list-style-type: none"> <li>Small migrations</li> <li>Set-up and configuration</li> <li>Business process automation</li> <li>Security audits</li> <li>Health checks</li> </ul>	<ul style="list-style-type: none"> <li>Security audits and assessments</li> <li>Set-up and configuration of tools</li> <li>Remediation &amp; incident management</li> </ul>	<ul style="list-style-type: none"> <li>Update and add roles</li> <li>Automations and process improvements</li> <li>Create reports and views</li> <li>Configuration</li> </ul>
<b>Sample technologies supported</b>	<ul style="list-style-type: none"> <li>.Net</li> <li>Azure DevOps</li> <li>GitHub</li> </ul>	<ul style="list-style-type: none"> <li>SQL</li> <li>Azure (IaaS, PaaS, Backup, ASR, Security)</li> <li>OMS</li> <li>Hyper-V</li> <li>System Center</li> </ul>	<ul style="list-style-type: none"> <li>SQL</li> <li>Azure Data Services</li> <li>Power BI</li> </ul>	<ul style="list-style-type: none"> <li>Teams</li> <li>Meetings &amp; Calling</li> <li>Exchange</li> <li>Skype</li> <li>OneDrive</li> <li>Yammer</li> <li>Valo</li> </ul>	<ul style="list-style-type: none"> <li>Azure Sentinel</li> <li>M365</li> <li>Intune</li> <li>ATA</li> <li>ARS</li> </ul>	<ul style="list-style-type: none"> <li>Dynamics 365</li> <li>Dynamics on Prem</li> <li>Power Apps</li> <li>Power Automate</li> </ul>

## ADVANCED Strategic Improvement Programs

The Advanced Level of service includes the Standard level flex services plus a programmatic, roadmap-driven delivery of new capabilities each month. The chart depicts the strategic improvement programs and examples of services delivered. The improvement roadmap and tactics provided will depend on your environment.

	Applications	Infrastructure & Operations	Data & AI	Digital Workplace	Security & Compliance	Dynamics
<b>Delivery of new/improved capabilities</b>	<ul style="list-style-type: none"> <li>Ongoing enhancements</li> <li>App Security</li> <li>DevOps pipelines &amp; automations</li> <li>Reporting/Insights</li> </ul>	<ul style="list-style-type: none"> <li>Azure environment monitoring (Catapult IP)</li> <li>Roadmap mgmt.</li> <li>Cost &amp; security mgmt.</li> <li>Incident mgmt.</li> <li>Azure Ops mgmt.</li> <li>Reporting/insights</li> <li>Automation</li> <li>Patch mgmt.</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing analytics &amp; AI</li> <li>Dashboards</li> <li>Data governance</li> <li>ML Ops</li> <li>Reporting/insights</li> </ul>	<ul style="list-style-type: none"> <li>Software IP</li> <li>Coach-led O365 roadmap</li> <li>Security &amp; identity Management</li> <li>Automation</li> <li>Usage &amp; User adoption</li> <li>Reporting &amp; analytics</li> </ul>	<ul style="list-style-type: none"> <li>Catapult IP for automations, policy, content</li> <li>O365 security</li> <li>Azure security</li> <li>Compliance</li> <li>Governance</li> <li>Reporting/insights</li> </ul>	<ul style="list-style-type: none"> <li>Environment health</li> <li>Usage &amp; user adoption</li> <li>Ongoing enhancements</li> <li>Reporting/insights</li> </ul>

### BENEFITS

- Drive efficiency by getting the exact technical resource needed
- Decrease the amount of time that it takes to solve technical and business challenges
- Flexible and scalable, allowing you to quickly change as your needs change
- Access to a dedicated customer success person who understands your specific environment
- Quickly scale your team and drive innovation



How can we help you?  
[www.catapultsystems.com](http://www.catapultsystems.com)

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2020 Partner of the Year Finalist  
 Data Analytics Award

2020 MSUS Partner  
 Award Winner  
 Azure - DevOps

FY20 US  
 Top Microsoft 365  
 Security Partner