



TECHCARE

Comprehensive, Proactive IT Services

In today's business environment, where companies increasingly demand their IT staff to achieve more with fewer resources, IT departments are often stretched too thin. This lack of capacity can hinder their ability to perform essential tasks such as administration, monitoring, and lifecycle management of on-premises infrastructure.

These tasks are critical for maintaining system safety, security, protection, and optimal performance. For businesses relying on critical systems and applications, dedicating sufficient resources to ensure uptime is crucial. Without proper attention to these tasks, companies risk facing lost productivity and revenue.

BRIDGING THE IT RESOURCE GAP

Our MelilloSMART TechCARE service provides comprehensive, proactive IT services that optimize, and accelerate business operations and technology adoption.

OUR EXPERTS HANDLE THE FOLLOWING TASKS:

- **Administration:** After onboarding, TechCARE customers can submit Service Requests for covered devices through our ServDESK via the Melillo Support Portal.
- **Lifecycle Management:** Our team reviews covered components quarterly and collaborates with the customer to implement a patching schedule that meets their needs, utilizing our ServDESK change control platform.
- **Customer Touch Points:** We schedule monthly reviews with the customer's IT staff to discuss tasks performed by the TechCARE team.
- **Passive Monitoring:** Infrastructure-native tools -when available- are configured to send alerts and reports to the TechCARE team for analysis

MelilloSMART

MelilloSMART helps organizations navigate evolving technology with confidence. Backed by 30+ years of expertise, we deliver solutions that boost efficiency, security, and compliance for better business outcomes.