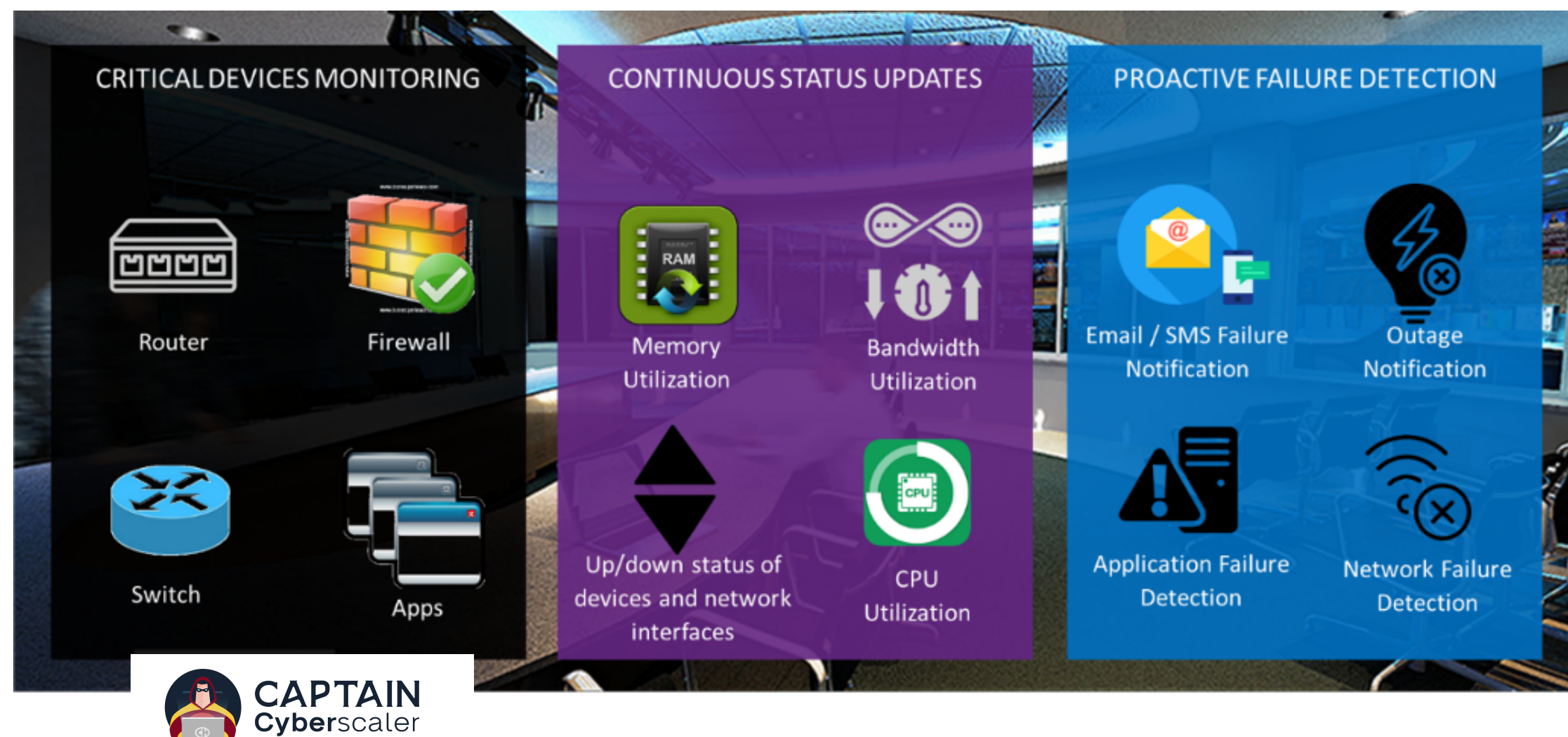




# CAPTAIN Cyberscaler

## NETWORK OPERATIONS SERVICES BY CAPTAIN CYBERSCALER

Captain Cyberscaler offers comprehensive network operations services designed to ensure the seamless functioning of your IT infrastructure. Our services include the maintenance and support of hardware and software, incident management, and real-time monitoring, along with specialized remote support and Office 365 troubleshooting.



### → MAINTENANCE AND SUPPORT:

- Comprehensive support for existing hardware and software.
- Management and security of organizational endpoints, including servers, Windows, Mac, Linux-based devices, and network equipment (routers, switches, backup devices).
- Primary point of contact for all incoming calls and email tickets.

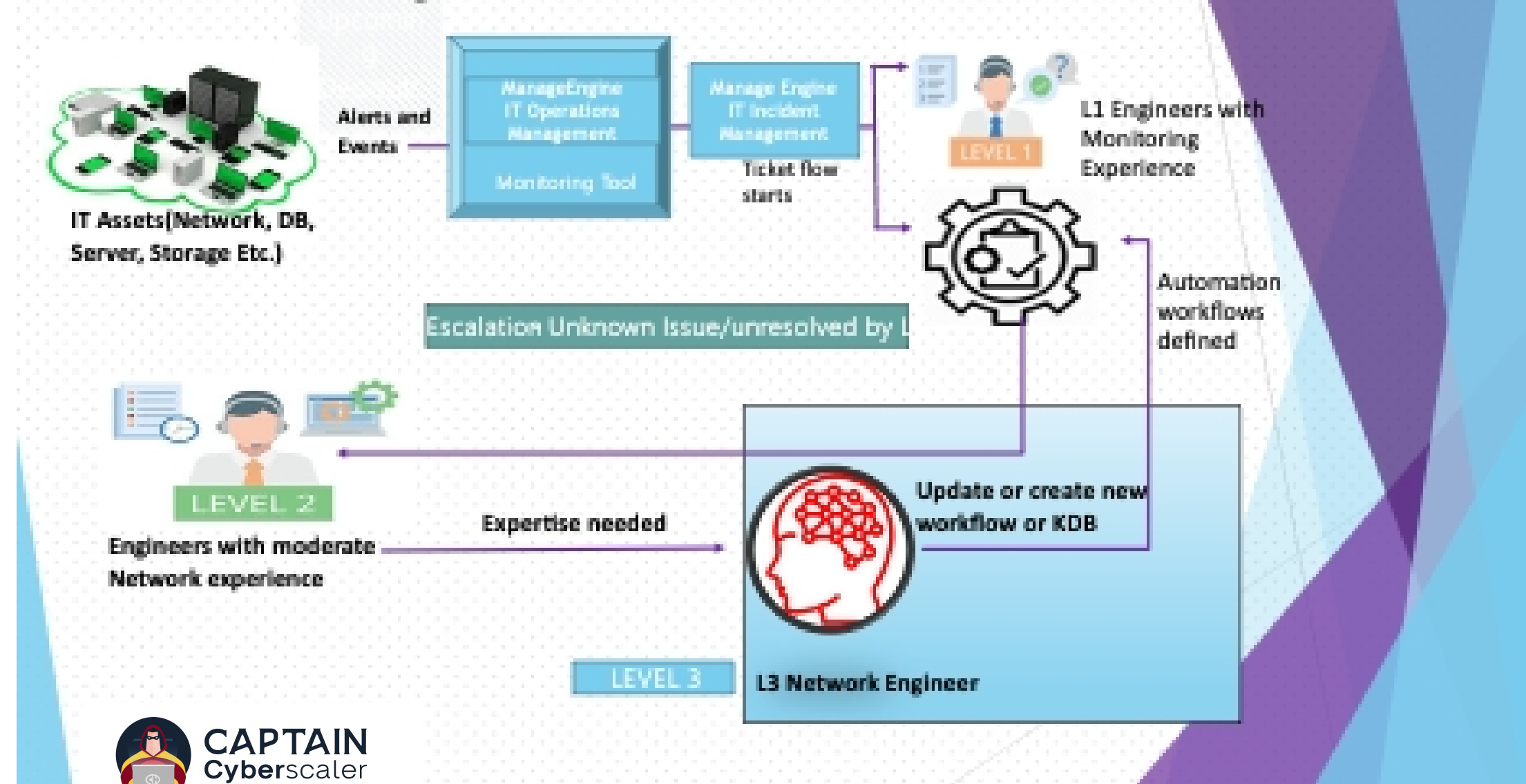
### → INCIDENT MANAGEMENT:

- Ownership of incidents, addressing user requests and questions, and facilitating communication between service management functions and the user community.

### → MONITORING AND ANALYTICS:

- Real-time helpdesk reports, dashboards, and analytics to monitor operations and initiate corrective actions proactively.

#### NOC Alert Monitoring Workflow/Escalation Process



**THANK YOU**

CAPTAIN HYPERSCALER, LLC

### → SOFTWARE LICENSE MANAGEMENT:

- Keeping track of operating system and third-party application warranty statuses.
- Validation of software licenses for all servers, desktops, laptops, and other endpoints.

### → REMOTE SUPPORT

Issue Resolution:

- Maximum support through remote access for servers, PCs, and Macs.

### → EMPLOYEE AND PARTNER MANAGEMENT:

- Employee onboarding, acquisition integration, data access management, and supplier/partner onboarding and off-boarding.

### → OFFICE 365 SUPPORT

Troubleshooting:

- Support for Microsoft Office 365 licenses, including Outlook, Word, Excel, PowerPoint, Publisher, Access, SharePoint, Teams, and OneDrive.

### → REPORTS

Detailed Reporting:

- Hardware health, software upgrades, inventory, user activity, SLA performance, and technician activity reports.
- Identification of all assets and top 10 problematic devices.



+1 248-395-3989

<https://captainhyperscaler.com>

