



Experience Managed Services Provider

Reduce costs, improve SLAs,
and increase efficiencies.

Key Benefits:

- Enjoy the flexibility of customized solutions that fit your budget and environment
- Improve service-level agreements (SLAs), availability, and time to market
- Reduce costs related to operating expenses (OpEx)
- Enhance efficiencies with diversity in skills
- Global 24/7/365 Enterprise Class Operations Center

In today's world, economic uncertainty seems to be certain. Global pandemics and supply chain challenges have become the norm. If you're like most organizations today, chances are high that you're facing a number of challenges, including decreasing resources and budgets, all the while increasing business needs. As most company are doing today, you're probably looking to managed services to provide a more efficient, flexible, and cost-effective model for delivering IT to the business.

Flexibility is key. More and more companies are demanding flex-based models for supporting their business when it comes to IT. Expand services for growth and season-based business, contract when business objective requires it.

Using a commonsense approach, Contour Data Solutions delivers customer-flexible managed solutions that are simple, efficient, flexible, and affordable. As a result, you can improve productivity while reducing IT costs.

Leveraging a proven model, Contour allows customers flexible based contracts so that customers can meet the both the uncertainty and demands that drive businesses.

Enjoy the flexibility—and control—of customized solutions

Managed Services offers organizations a competitive way to deliver IT services 24/7/365. Leveraging a managed services provider allows internal IT resources to focus more on your business, providing your organizations with an accelerated business transformation and innovation strategy.

At Contour Data Solutions, we understand that your business is unique. Consequently, we wouldn't presume to pigeon-hole you by either the size of your company. We accommodate your needs, your budgets, and your business strategies. We have customizable options based on size and needs.

It's important to ensure that critical IT systems are always available to support core business functions, however, maintaining IT systems with an in-house IT staff can be costly and leave you without expertise in the latest technologies.



Leverage leading enterprise services

Whether you are a small business or a large enterprise, your network and IT infrastructure serves as the backbone of your entire business operations.

At Contour Data Solutions, we leverage leading technology from companies such as Cisco, Veeam, VMware, and Zerto—including proven infrastructure solutions that provide our cloud-ready services. Flexible by design, Contour's solutions are architected with industry-leading technologies that allow customers a consumption model for flexible based deployments.

Contour's proven infrastructure solutions are simple, efficient, and flexible. So they help you improve application availability, consolidate your infrastructure, reduce your backup time and storage, speed up recovery, and lower costs. Leveraging a scale-out enterprise infrastructure in order to deliver high levels of performance and scalability so that we can provide operational efficiency, and dramatically reduce IT infrastructure and operational costs.

An extension of your team

Our customers regard us as a valued partner and as an expert extension of their team. We take the time to dive deep, offering proof-of-concept equipment to demonstrate real-life examples, and really get to know them and understand their goals.

Our customers stay with us because we offer a great service, not because we lock them into a contract. We're supported by an excellent reliability record. Our successful growth is directly attributed to the talented people we hire, the industry-leading technologies we adopt, and the robust solutions we deliver.

Managed services providers: Operating as your IT department

A managed service provider (MSP) is a company that remotely manages a customer's IT infrastructure and/or end-user systems, typically on a proactive basis and under a subscription model. Today, the terms "cloud service provider" and "managed service provider" are sometimes used as synonyms when the provider's service is supported by a service level agreement (SLA) and is delivered remotely.

While some MSPs may specialize in specific segments of information technology such as data storage, others may focus on specific vertical markets, such as legal, financial services, healthcare and manufacturing. Managed security services providers (MSSPs), for instance, offer specialized services such as remote firewall administration and other security-as-a-service offerings. Managed print services (MPS) providers, meanwhile, offload the task of maintaining printers and supplying consumables.

Benefit from an experienced, consultative approach

At Contour Data Solutions, we understand your challenges related to budgets, timelines, and SLAs as many people on our team are former IT executives. We offer highly technical resources, including wide-ranging expertise in:

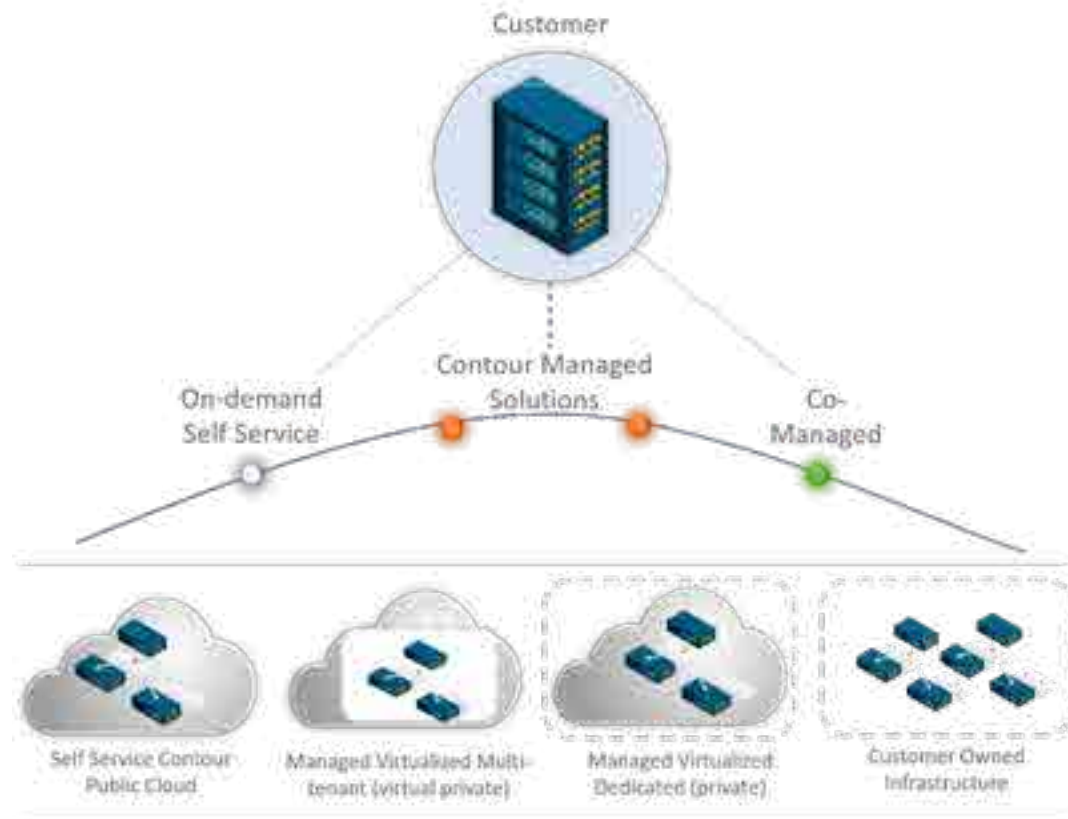
- Guiding your business through the abundance of emerging technologies at your disposal and help plan a strategy that makes the most of your IT budget while addressing current and future technology needs and supporting your organization's goals.
- Remotely access your organization's systems and initiate remote IT support to address problems as they arise. When remote support isn't enough, our engineers are available for onsite visits to assess problems and make repairs.
- Comprehensive server and desktop management to proactively update, back up and manage all of your computers and servers remotely. Every aspect of the network is monitored by remote IT support so issues can be detected before causing a problem.
 - A multitude of operating systems, software, networking technologies, and hardware platforms
- Backup solutions that are easy-to-deploy dedicated local appliance that incorporates local backup, cloud backup, and object-level exchange restore, and offers a local and cloud server business continuity option.
 - Managing enterprise-class operating systems for network technologies and server and storage platforms
- Customer and vendor relationship management in all aspects of IT infrastructure
- Back up recovery and archiving, data management, disaster recovery, business continuity
- Client portal, you can schedule visits, submit and track help tickets online, and access upcoming scheduled IT support, client services reports, network diagrams and proposals. It is also used to view financial data such as billing statements, past and current invoices, and payment histories.
- Enterprise virtualization software: VMware and Hyper-V
 - We helped many companies transition to virtualization, allowing for reduced hardware costs, increased flexibility of your systems and additional data security options. With server virtualization, you can reduce the number of servers you have in production, which will save on upgrade and energy costs.
- Data synchronization and registration, RFID, EDI, and many related applications and platforms

We offer an expert consultative approach that boasts credentialed IT engineers. We have extensive technical training in all enterprise products.

Managed Services makes good business sense because it lets you focus on your business instead of the business of IT, while reducing costs. Managed services is the practice of outsourcing the responsibility for maintaining, and anticipating need for, a range of processes and functions in order to improve operations and cut expenses. It is an alternative to the break/fix or on-demand outsourcing model where the service provider performs on-demand services and bills the customer only for the work done.



Contour manages IT for you...not the other way around



Improve service-level agreements (SLAs) and availability

Increasing SLAs and achieving high availability are common threads across most companies today, regardless of size or industry focus. Contour Data Solutions provides flexible solutions to meet the challenges of doing business in today's uncertain economy.

Our Command Center is managed by experts, backed by one of the industry's highest-rated service organizations, and available 24x7x365.

Reduce OpEx

For many companies today, IT has become a must-have across industries. It's necessary not only to grow your revenue but also to maintain profitability as well as attract new customers, and enable innovation and agility. According to a study by IDC, businesses that invested in managed IT services saw a 224% ROI over three years – a figure that is hard to ignore. Moving to managed services can help you reduce costs through:

- Affordable Monthly Fee
 - Eliminated use of third-party consultants
- A Proactive Security Approach Reduces Downtime Costs
 - Employing experts in respective technologies vs generalist
- Improve Efficiency and Eliminate Unnecessary Costs
 - Enhanced business productivity
 - Reduction of unplanned downtime
 - Reduction of employee overhead costs

Our solutions are adaptable, offering you a 100% customized engagement with all of our offerings. We help you budget for growth, taking into account, for instance, your current number of users, servers, data, and mission-critical applications.

Critical and Common-Sense Requirements

For businesses trying to protect their bottom line, it can be tempting to reduce the IT budget and spend less on technology-related items. However, it can be damaging to your business security and your wallet if you eliminate crucial IT investments.

A key element in enhancing business productivity is finding a partner that can help driving down costs with smart decisions and calculated investments. This in turn can help free up the funds needed to make strategic investments. The right partner can help businesses effectively orchestrate how IT interacts with business processes and critical application environments.

Focusing on reducing unplanned downtime from server and network failures and the reduction in IT infrastructure cost has shown to increase IT staff productivity.

Deploying flexible modes such as a pay-as-you-go basis, rather than cut costs by neglecting cybersecurity or putting disaster recovery on the back burner, companies should be looking for smart IT investment opportunities.

Our dedicated team of professionals are ready to support your business. Regardless if you're heavy deep into regulatory compliance requirements or if you are a small business with simple needs. Contour's solutions deliver significant OpEx savings. Let us manage your infrastructure with Managed Services if you prefer, manage your own servers and leave the infrastructure monitoring to us.

Critical requirements identified by managed services buyers

	Robust security capabilities	<ul style="list-style-type: none"> • Are the basics covered (firewalls, intrusion detection)? • How will regulatory requirements be addressed locally? Across multiple geographies?
	Effective return on investment (ROI)	<ul style="list-style-type: none"> • Can the provider build a business case? Provide actual ROI assessments?
	Quality of service	<ul style="list-style-type: none"> • How will the provider reduce risks and meet service delivery targets related to: Availability? Performance? Provisioning? • Are there contractual SLAs with financial goals?
	Control and support	<ul style="list-style-type: none"> • Is there a formal governance model incorporating program and project management? • What management tools and dashboards are provided?
	Skills and resources	<ul style="list-style-type: none"> • Does the service provider have deep skills? Broad skills? Around-the-clock coverage? • Is all service labor based? What processes are automated?

Cyber Security

There is no question that cybercrime is a major concern for modern businesses, especially as threats like ransomware and phishing grow increasingly advanced. If you cut investments in cybersecurity, your business is much more likely to face the exorbitant costs that come with a data breach.

According to an IBM study, a single data breach can cost an average of \$3.92 million. It's a shocking number, but an accurate one nonetheless, and a consequence that several businesses worldwide have had to face because they neglected cybersecurity. In fact, according to Hiscox's 2019 Cyber Readiness Report, only 11% of businesses can consider themselves cybersecurity experts, while the rest still need improvement before their systems are fully secure.

By investing in a reliable Managed Services system, you can take your cybersecurity defenses to the next level. Not only does 24/7/365 monitoring allow you to detect and patch vulnerabilities in your systems, but other services such as data backups, disaster recovery planning, and software management can ensure that your systems are protected on every front.



The best of both worlds

When it comes to IT services, there are typically two approaches to consider; hire a dedicated IT expert and/or set up an in-house IT department or enlist managed IT services from an outside IT company. Based on your existing IT infrastructure, your business's requirements and the technical skill level of your current staff, there are pros and cons for both options.

Some of the pros for a managed services company include counting on an entire company of professionals who have experienced a wide variety of issues to quickly and efficiently resolve even the most difficult problems. In addition, in today's world, IT support is required on a 24/7 basis, hiring a managed services provider that is staffed 24/7, theoretically amounts to much cheaper cost than hiring one or more IT technicians in-house. But not only that, you'll have peace of mind knowing your systems are continuously monitored and problems are dealt with – before they have any effect on your business.

Some of the cons of managed services providers is having no technician in-house, when on-site support is necessary, you might have to wait a few hours for a technician to arrive, which could hold up productivity. (However, this might also be the case with an in-house IT team who has other responsibilities to deal with!)

The pros and cons of in-house IT Management is much different, as an example in-house IT staff has traditionally been the preferred solution for larger organizations, as support is nearby; they can deal with emergencies when they arise and technicians are under your own direction. That has value especially with home grown applications. However, on the flip-side, in-house IT employees are paid salaries in the upper levels of any companies' pay scale. Rather than paying a small, fixed fee or resolving issues on an as-needed basis, you might be paying staff to sit idle if your systems are set up to generally manage themselves (which they should be if done correctly). In addition, then an SLA is missed, company suffers the financial burden rather than getting a service level credit from the provider.

One common scenario might arise within smaller IT departments or a single IT technician, where that person or team doesn't know how to resolve a specific problem and can't find a solution. In this situation, a specialist would need to be brought in to resolve the issue at an additional expense.

Enhance efficiencies by moving toward Managed Services

Many companies are looking for greater IT and operational efficiencies. They must meet customers' diverse needs while improving time-to-market and reducing costs—all while managing existing complex infrastructures and legacy systems. Moving to a Managed Services model eliminates costs and increases cash flow.

As shown in the below chart, findings from IDC research sponsored by IBM Over three years, companies will see a net benefit of \$747,000 per 100 users Three-Year Cost Benefit Analysis per 100 users \$800,000 \$(747,004) \$700,000 Investment Benefits \$600,000 \$500,000 \$(433,151) \$(433,434) Cumulative cash flow \$400,000 \$(262,382) \$300,000 \$200,000 \$100,000 \$(100,000) \$(7,229) \$(124,911) \$(200,000) Initial deployment.

The focus of most businesses is now on protecting employees, understanding the risks to their business, and managing the supply chain disruptions caused by the efforts to contain the spread of COVID-19. The full impact of this pandemic on businesses and supply chains is still front and center, with the most optimistic forecasts predicting that normalcy return by the Spring of 2021 with a full global recovery lagging depending on how other geographies are ultimately affected by the virus. However, one thing is certain: this event will have global economic and financial ramifications that will be felt throughout global supply chains, from raw materials to finished products. Free cash flow is becoming top priority for any and all business.



With Contour's managed services solutions, you can gain all of the benefits of Enterprise IT Services while concentrating your time and resources on business innovation. Our proven model allows for increased efficiencies substantially, reducing costs, and boosting growth. Focus on your business—get out of the business of IT.

Managed Services: Reduce Costs, and Increase Efficiencies

Easily deploy, use, and maintain.

Flexible solutions are necessary to meet the challenges of doing business in today's world. Most businesses must also contend with limited IT budgets and resources.

Our Managed Services offering improve business agility by:

- Making IT faster and easier
- Consolidating disparate IT silos and reducing complexity
- Reduce the need for expensive technical personnel to manage and maintain IT environments
- Providing better cost control by enabling more efficient allocation of human IT resources across the organization

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About us

A U.S.-based company, headquartered in Philadelphia, Contour Data Solutions, LLC is a leading Managed Services company that owns and operates our own Cloud Platforms in multi data centers in the United States. Contour's cloud-ready solutions for companies across industries regardless of size has allowed Contour to become a leader in Managed Cloud Solutions. We set out more than 12 years ago to help our customers bridge the gap between their business and technology objectives—and avoid costly technology project delays and misaligned expectations.

Our mission is to provide you with a valuable, reliable service so that you can focus on your business. We use a proven service engagement methodology and consultative approach to address your organizational goals, budget constraints, and technology integration challenges.

At the heart of our success is a core philosophy than blends insight, innovation, and practical thinking. We bring our passion for right-fitting technology to everything we do.

Find out more

To learn more about how our cloud-ready solutions can help you solve your business and IT challenges, contact sales@contourds.com or visit us at www.contourds.com. We look forward to hearing from you.



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