ENTERPRISE IT REQUIRES YOUR TIME, ATTENTION, AND RESOURCES

IT Service Solutions Allow you to Refocus on Priorities

- Free up internal resources to focus on strategic objectives
- Leverage external knowledge, skillsets, and expertise
- Improve operations and gain greater visibility into IT costs

74% Of enterprises anticipate increased demand on IT

25% Reduction in IT costs in half of enterprises using IT Services

48% Of companies are expanding adoption of external services

30% Spent by leading IT managers on strategic initiatives

Supplement Core Competencies with External Capablilities

Continuous advances in IT are rapidly changing the way companies do business. Changes in user requirements, challenges with managing both legacy and new technology, and shifts in managing IT expenses are shaping corporate IT landscapes. Today, it is imperative for IT leadership to maintain productivity, ensure user satisfaction, and deliver proftable results.

More and more, enterprises are turning to external IT services—like professional services, staff augmentation, field services, and managed services—to help implement complex technologies, and maximize IT spends

Cost Control

The strategic use of IT Services makes sense for companies driven to improve cost efficiency and maximize their IT spend. IT Services provide companies with the flexibility to determine the best use of their IT budget—designing their own consumption models and bundling services as needed to minimize investment risk.

IT Services also help to adjust and balance CAPEX and OPEX expenditures to align with cash flow and finance objectives. Outsourcing daily tactics can actually enhance cost-control initiatives that measure business outcomes versus IT spend.

Day-to-Day Management

Many organizations struggle to achieve strategic IT objectives due to the day-to-day tasks associated with operating a fully-functional, comprehensive, and reliable enterprise network. Limited time and expertise stretch existing resources, shifting focus from executing a broader IT vision to managing daily activities that support existing solutions. IT Services can augment and simplify everyday IT operations, both remotely and onsite, to refocus time and energy on strategic IT initiatives.

Strategic Technology Adoption

Many IT departments find it challenging to stay current and proficient with the rapid evolution of new IT business technologies and applications. Supporting complex, enterprise-critical technology requires a depth of expertise and knowledge not always available internally. Qualified resources are critical to meeting these needs, and tapping into both resources and solutions can enable a new IT direction.
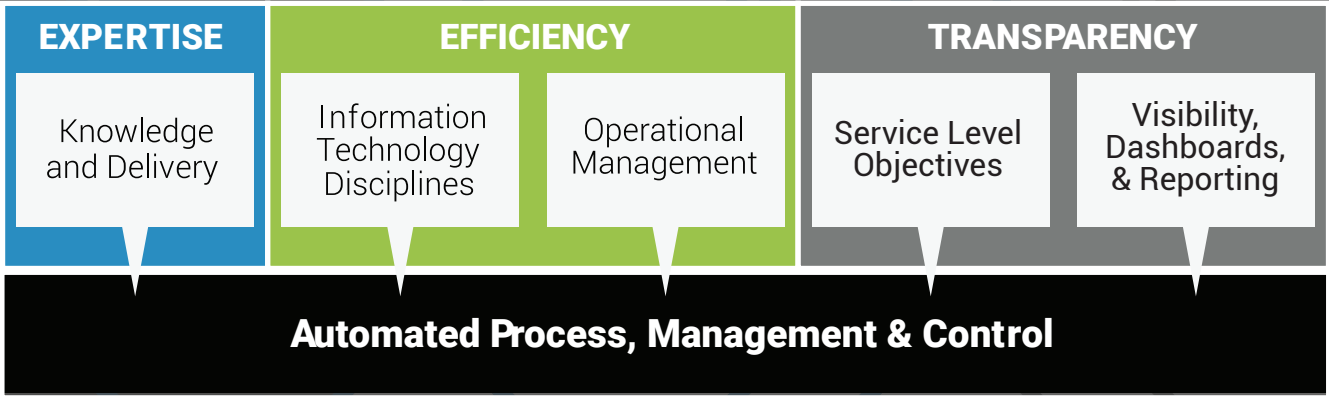
Expertise, Efficiency, and Transparency

Black Box understands the resource, strategic, and cost issues involved in supporting and maintaining an effective IT system. Our depth of IT knowledge, proven efficiency, and on-the-job transparency—combined with our unparalleled customer-focused approach—ensure that your objectives are always met.

Black Box IT Services are based on a software-defined process that aligns with ITIL best practices to deliver a broad range of capabilities that include Unified Communications and Collaboration (UCC), Wired and Wireless Infrastructure, and IT management. We incorporate IT disciplines and operational effectiveness for on-time delivery, and offer proven visibility withservice-level objectives that makes integrating with your IT organization seamless.

These defining qualities differentiate Black Box from other providers, and help us to align and integrate with your IT organization easily and effectively.

Our Services Framework:

EXPERTISE	EFFICIENCY		TRANSPARENCY	
Knowledge and Delivery	Information Technology Disciplines	Operational Management	Service Level Objectives	Visibility, Dashboards, & Reporting

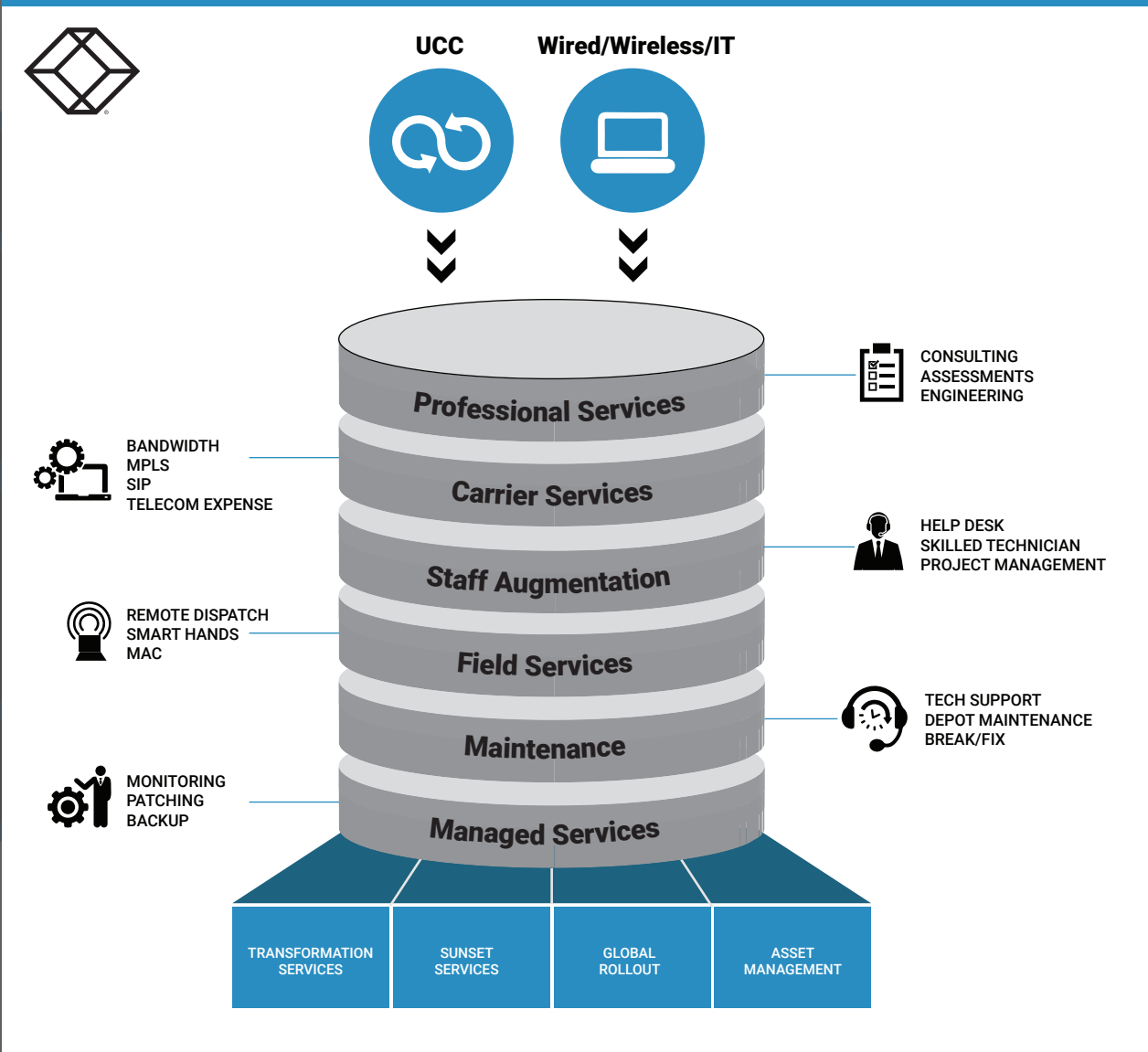**Automated Process, Management & Control**

Consuming the Right Service

Black Box works closely with clients to match our portfolio of services to specific enterprise IT needs. We partner with our customers to identify, design, and execute time-saving and cost-effective strategies that are in line with their current and evolving enterprise objectives.

At Black Box, our 2,500 technicians and engineers have the highest level of technical certifications available, and are current on existing and emerging technologies. But we don't stop there. Our team is qualified to analyze and understand your consumption strategy so that your specific IT needs are met, and your usage models are supported through strategic IT solutions that are scalable and appropriate.

The Black Box team blends seamlessly into your workflow—assuming responsibilities and offering unobtrusive, yet focused and high-quality support.

UCC

Wired/Wireless/IT

CONSULTING
ASSESSMENTS
ENGINEERING

BANDWIDTH
MPLS
SIP
TELECOM EXPENSE

Professional Services

Carrier Services

HELP DESK
SKILLED TECHNICIAN
PROJECT MANAGEMENT

Staff Augmentation

REMOTE DISPATCH
SMART HANDS
MAC

Field Services

TECH SUPPORT
DEPOT MAINTENANCE
BREAK/FIX

Maintenance

MONITORING
PATCHING
BACKUP

Managed Services

| TRANSFORMATION SERVICES | SUNSET SERVICES | GLOBAL ROLLOUT | ASSET MANAGEMENT |

Bundle Services for Bigger Solutions

Sometimes a single external IT service is not enough. Black Box offers our customers the flexibility to customize IT services, mixing and matching them to solve specific business problems. Whether your goal is to reduce risk and increase migration flexibility when decommissioning an existing UCC solution, managing thousands of new and refurbished IT assets across branches, or executing a demanding nationwide rollout of new store technology, Black Box can help bundle a service package that delivers effective and timely positive outcomes.

Where do we start?

Black Box uses a consultative approach that includes a groundwork engagement process and sets the foundational structure for IT services. This approach is based on years of experience, and includes data gathering, assessment, collaboration, and recommendations. Our team works quickly and effectively to identify needs and outline specific recommendations for successful implementation.

Arrange for a consultation today.
Contact Black Box at: 1-855-324-9909

Customer Outcomes

Accelerated comprehensive wireless deployments for both Wi-Fi and DAS solutions through dedicated on-site RF experts

Improved customer service, expedited response time and increased tenant satisfaction through help desk and network management

Reduced costs and strategically shifted focus of resources by consolidating diverse CAPEX solutions and transitioning to an OPEX solution

Improved employee satisfaction and productivity while decreasing IT expenditures by implementing a cloud-based UCC solution managed by Black Box

Provided design, staging and installation of UCC and Wireless. Minimized Day 2 workload through on-site support

Every IT organization has different needs. Many struggle to address daily system-wide operations, while others are challenged to keep pace with rapid changes in technology. Black Box offers an intelligent, customized portfolio of IT Service solutions that meet a variety of needs.

www.bboxservices.com | 1-855-324-9909 | contact@blackbox.com