

Managed Services

Large-firm Experience, Tailored to Meet Your Needs

Our Managed Services offerings provide help desk support, monitoring, and technology planning for law firm clients. Whether you are looking to supplement an existing internal IT group or you have no in-house technology staff, we use our experience with hundreds of clients to tailor our support services to meet your needs.

Kraft Kennedy's SPG handles the day-to-day tasks required to keep your systems up and running: our monitoring tool provides early warning of network and workstation problems; proactive software patching keeps systems secure and up to date; and routine network maintenance ensures consistent performance.

Support services are available around the clock: technicians receive alerts and address problems where critical systems are affected; end user support resolves issues as they arise; and lawyers can relax knowing that at any hour, a technical consultant is just a phone call away.

During strategic planning sessions, we develop technology road maps to keep the firm's systems updated to appropriate levels and keep partners and administration abreast of the current state of law firm technology.

Support services include:

- On-call Support
- Workstation Support
- Preventive Maintenance
- Application Support Network
- Infrastructure Support
- Monitoring
- Strategic Planning
- Day-to-Day Support

For more information on the SPG, please contact Michael Worth at 212.692.5610.

Kraft Kennedy has been providing technology and management consulting services to professional service firms and corporations for more than 20 years. Our team consists of experienced managers, CIOs, executive directors, lawyers, and technical experts who collaborate to offer a wide range of services to our clients. ■

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Managed Services

Tiers

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From monitoring and alerting through full user support, Kraft Kennedy has a Managed Services tier designed to meet your needs.

	Tier 1	Tier 2	Tier 3
Proactive server monitoring	✓	✓	✓
Proactive workstation monitoring	✓	✓	✓
Proactive infrastructure monitoring	✓	✓	✓
Proactive malware protection		✓	✓
Proactive monthly patching for servers		✓	✓
Proactive monthly patching for workstations		✓	✓
Client portal access		✓	✓
Restarting crashed servers		✓	✓
Restarting failed services		✓	✓
Expanding virtual disks		✓	✓
Regular site visits			✓
Unlimited support			✓
Monthly service reports	✓	✓	✓
Quarterly status meetings	✓	✓	✓
Yearly strategic planning meetings	✓	✓	✓