TECHCARE

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.

TechCARE SERVICE: BRIDGING THE IT RESOURCE GAP

TechCARE service helps bridge the IT resource gap by providing product experts to manage the lifecycle, monitoring, and administration of Melillo-deployed on-prem solutions for the first year after project completion. Our experts handle the following tasks:

- Monitoring: Infrastructure-native tools are configured to send alerts and reports to the Melillo team assigned to each Care service.

- Administration: After onboarding through our Melillo support portal, TechCARE customers can request Level 1 administrative tasks, related to the Melillo deployed solution, which are performed with a next-business-day SLA.

- Lifecycle Management: Our team reviews deployed components quarterly and collaborates with the customer to implement a patching schedule that meets their needs, utilizing Melillo's change control platform.

- Customer Touch Points: We schedule monthly reviews with the customer's IT staff to discuss tasks performed by the TechCARE team.

For more information about how Melillo can manage your Computer System Validation requirements and comply with government regulations, contact us here.

MELILLO CONSULTING