



FOCUS ON WHAT YOU DO BEST

World Wide Technology can provide 24x7x365 proactive remote monitoring and management of your entire IT infrastructure. Our experienced professionals use state-of-the-art fault management tools to monitor all of your network devices, servers, phones, PCs and more, giving you the capability to focus on development and mission-critical objectives rather than day-to-day maintenance. WWT delivers:

PROACTIVE REMOTE MONITORING AND MANAGEMENT: Let WWT monitor and track your critical IT infrastructure components and services via a secure connection to your network. Our cutting-edge remote monitoring technology ensures potential issues are identified before they could cause outages or service degradation.

A FULL RANGE OF REMOTE SERVICES: WWT's certified experts and tools provide a full range of remote monitoring and management services, including IPT Management, Fault Management, Performance Management, Uplogix Secure Remote Management, iTWatch Desktop Management and more to help you protect and optimize your critical assets and operations.

24x7x365 LIVE TECHNICAL SUPPORT: We deliver continuous advanced technical support via our Technical Service Center at any time of the day or night. All you need to do is pick up the phone and we will be waiting to assist you.

CUSTOMIZED SERVICES: WWT understands that business and technology requirements differ dramatically from organization to organization. That's why we offer a complete managed service continuum and custom service level agreements, so you can pick and choose the services you need to succeed.

EXPERTISE AND SUPPORT FOR YOUR ENTIRE INFRASTRUCTURE.

CAPABILITIES

- 24x7 Secure Remote Monitoring
- IPT Management
- Fault Management
- Performance Management
- iTWatch Desktop Management
- Certified Engineers and IT Experts
- Disaster Recovery
- Comprehensive Service Level Agreements

KEY BENEFITS

- Cut Costs
- Improve Performance
- Enhance Security and Scalability
- Save Time and Resources
- Ensure Compliance
- World-Class Support

REMOTE – NOT REMOVED

WWT's Remote Monitoring and Management experts provide real-time remote monitoring to proactively maintain your infrastructure and achieve rapid restoration of your equipment to operational levels in the event of failure or disaster.

And when we say remote, we certainly don't mean removed. We're always on hand to ensure that your IT infrastructure, data assets and applications are secure and available to your staff, clients and stakeholders. Moreover, we own all problems from onset to resolution, so you can focus on what you do best.



WHY WWT?

WWT provides a unique blend of proven technical expertise, scalable solutions and flexible service level agreements to our commercial enterprise, education, healthcare and federal clients. We take an informed, consultative approach to developing, deploying and maintaining the right advanced technology solutions for you and your budget.

POWERFUL PARTNERSHIPS

WWT's longstanding partnerships with technology giants Cisco, EMC, HP, Sun Microsystems and Oracle, among others, work to your benefit. Because of our familiarity and expertise with our partners' technology, WWT can help you configure, install, troubleshoot and maintain the most flexible and effective solutions for your enterprise or agency.

In addition to the following leading OEMs, WWT offers technology products from more than 3,000 manufacturers around the world, so we can provide each customer with precisely the right solution. WWT's strategic partnerships include:

- Cisco Systems™ - Gold Certified Partner
- Hewlett-Packard - Partner One Platinum
- Dell Computer Corporation™ - Premier Reseller
- Sun Microsystems™ - Executive Partner
- Hitachi - gold partner
- Lenovo - business partner
- IBM - Premier Business Partner
- EMCC - Velocity Signature partner
- NetApp - business partner

ALWAYS-ON SUPPORT & TECHNICAL SERVICE CENTER

WWT's state-of-the-art Technical Service Center provides direct access to our staff of highly-trained engineers, partners and manufacturers to address your needs at any time with:

- **24x7x365 Live Support Accessible via Phone, Web and e-mail**
- **Web Portal Access to Track Project Progress**
- **Automated e-mail Notifications**
- **Certified Engineers and State-of-the-Art Technology Integration Labs**
- **Customized Communications and Escalation Procedures**
- **Access to WWT's IT Knowledgebase, which Aggregates 750,000+ IT Products from more than 3,000 Manufacturers**

GET STARTED TODAY

Call us at **800.432.7008** to join the growing number of global business leaders benefiting from World Wide Technology's technical expertise, award-winning partnerships, superior physical infrastructure and dedicated support today.

CONTACT

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TECHNOLOGY FOCUS AREAS

- Unified Communications
- Data Center
- Wireless Mobility
- Security

ABOUT WWT

World Wide Technology, Inc. (WWT) is a leading Systems Integrator providing technology and supply chain solutions to customers and suppliers around the world.

Learn more at www.wwt.com.