



Global Reach **Local Expertise**

▶ The Meridian Global Support Center provides a central point of visibility to provision the response, coordination, personalization and management of our technology services and support.

Outsourced support and services provide the quickest response and resolution that businesses need, while leaving in-house experts free to focus on customers and build successful and sustainable growth.

global
support
center





The Meridian Global Support Center services customers worldwide 24/7, across four continents. Knowledge experts are available to answer your calls anytime, anywhere.

With the rise of multi-vendor supplier solutions and vast choices of commodity service models, the task of coordinating seamless, user-oriented, end-to-end services can be very complicated and time consuming. IT managers and business leaders are looking for simplicity and clarity for their complex environments.

While you may have experts in service integration and management, it may not be an effective way to monopolize their time. Our role is to support you from the start; maximizing your uptime, anticipating problems before they become issues, and reducing operational expenses. Meridian IT has a proven service strategy that works to fast-track technology plans and move your agenda forward.

Your company's IT environment, people, and processes will work together more efficiently through our partnership. Imagine completing expansion plans faster, refocusing your IT teams on daily operations, strengthening your value to customers, and innovating with speed and confidence.

Whether you call it peace of mind or competitive advantage, knowing you have highly skilled technical experts "at the ready" means you'll always be able to adapt without disruption to your business.

TOP BUSINESS PAINS

- ▶ Pressure to improve operational efficiency
- ▶ Desire to increase the return on investment
- ▶ Need to reduce risks
- ▶ Lack of in-house skills
- ▶ Poor vendor support
- ▶ Highly utilized in-house resources
- ▶ Access to expertise

Extract maximum value from your IT investments by leveraging our in-depth industry and technical knowledge.



► **INFRASTRUCTURE SERVICES**

We offer end-to-end infrastructure support to drive performance for your business.

- Implementation and migration services
- Optimization and integration services
- Technical and functional upgrades
- Security risk management
- Infrastructure recovery services
- Converged communications services
- Mobility and wireless services
- Software support services

► **PRODUCT SUPPORT**

With experts certified at the highest levels with our 100+ vendor partners, Meridian is well-prepared to lead projects and provide maintenance, training, and ongoing support.

- Hardware maintenance services
- Maintenance contracts
- On-site servicing
- Installation
- Remote Monitoring and Management (RMM)
- Network RMM
- Avaya UC RMM
- Cisco UC RMM
- IBM Power i and AIX RMM

► **CLOUD SERVICES**

To balance scaling and existing systems, we offer private, public, and hybrid Cloud services to respond to business changes.

- Infrastructure as a Service
- Backup as a Service
- Disaster Recovery as a Service
- High Availability as a Service
- Data/applications

► **PROFESSIONAL SERVICES**

Underpinning all Meridian solutions, regardless of OEM, are our tailored Professional Services.

- Needs analysis
- Strategy formulation
- System integration
- Readiness reviews
- Assessments
- Consulting
- Project management

► **USER SERVICES**

To maximize your IT investment, Meridian offers a la carte or contract support for your end users and IT team.

- Help desk
- Call center
- Incident management and service request
- Post-implementation support
- Field resources

Speed. Agility. Simplicity.

We combine these individual attributes to create a highly personalized and responsive experience for each Meridian client. Whether remote or on-premises, we move at the speed of business – or faster – because our reputation is shaped by the people who matter most... our customers.

"It is the character, commitment and strong values of the Meridian team that reassured me this situation would be resolved successfully – just like the previous 36 installs."

Director of Network Infrastructure
Large Food Services Organization

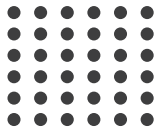
"With a planned outage at our corporate office recently, one of your Meridian employees went out of his way, working many additional hours to ensure everything went smoothly. His attitude and dedication were impeccable and exemplify the type of service your organization delivers."

Manager of Contact Center Technology
Leading Company in the
Vacation Ownership Industry

"Meridian's professionalism and technical expertise, along with vendor support, contributed directly to the success of the project (IP Office implementation), resulting in a very satisfied customer – us! The commitment to quality and customer service demonstrated by your employees was greatly appreciated and we look forward to a long-term relationship."

Director of Information Technology
County Office

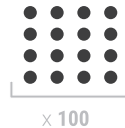
MERIDIAN IT AT A GLANCE



Serving **36** major markets



Over **two-thirds** of staff
is made up of technology
certified specialists



1,600+ vendor
certifications



Named to The Channel Company's
CRN Managed Service Provider (MSP)
500 List as one of the **MSP Elite 150**

► Meridian plans for the unplanned. Take advantage of our expert guidance, quick response, and advanced tools and processes designed to protect your systems and the reputation of your business.

Let's continue the conversation. 800.426.3090 | 800.343.5554

About Meridian IT

Meridian IT is a member of Meridian Group International, operating worldwide. Focusing on our core competencies: cloud services, data center, security and risk management, and unified workspace, we provide flexible IT solutions with leading vendors, managed services, deployment options, ongoing maintenance and global support. As part of a group that offers equipment leasing, clients leverage our comprehensive portfolio, capabilities, and industry insights to support their business initiatives and growth.

Learn more at www.meridianitinc.com or www.onlinemeridian.com.

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