

Digital Fabric Platform

exclusively with

Logicalis Managed Services

Logicalis' exclusive AIOps-powered Digital Fabric Platform helps your technology and team work better—using a digital dashboard, along with process automation capabilities—to drive enterprise-wide visibility, efficiency, and effectiveness.

Today's IT challenges

Today's organizations often manage many OEMs, multiple cloud providers, and an array of toolsets that support hundreds of applications across the business. This complexity leads to:

- Time wasted slogging through irrelevant data rather than actionable data that pinpoints areas of concern.
- Lack of visibility into technology operations, leaving leaders with few ways to better identify areas of inefficiency and opportunities for savings.
- Burnout and low morale due to menial tasks and few opportunities to contribute in a meaningful way.
- Difficulty prioritizing technology initiatives without understanding business impact or how to invest for the biggest impact.
- A continuing global shortage of IT talent and skills gaps.

Clearly, we all need the technology to work better for us so our teams can be more productive.

How Logicalis solves

Our managed Digital Fabric Platform, a Logicalis-exclusive innovation available only with our managed services, features:

- A fully integrated platform with applications and our business processes sewn in, so you don't have to build one yourself.
- AI and predictive capabilities that separate relevant from irrelevant data, enabling us to focus on the ones that really matter and fix incidents before disruption occurs.
- A real-time digital dashboard that provides benchmarks against enterprise and other standards, identifies where to concentrate your time, and delivers actionable recommendations with related impacts.
- End-to-end process capabilities that allow us to automate highly repeatable and redundant tasks.
- Highly certified professionals who are invested in your success and can provide the actionable advice needed to improve your overall environment and make sound investments.

Rely on an intelligent platform built on our managed services heritage

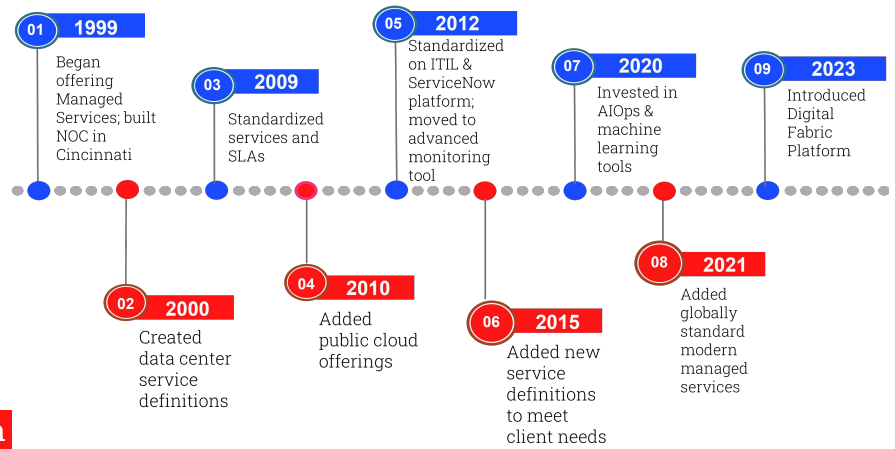
Since launching our Managed Services practice 20+ years ago, Logicalis has continually made significant investments to help us live up to being the trusted advisor you turn to when you need answers.

It's from this heritage that we built our exclusive Digital Fabric Platform—and engineered it with business processes, automation, and multiple best-in-class integrations—enabling us to create value for your organization without you having to take the time and expense to build your own platform.



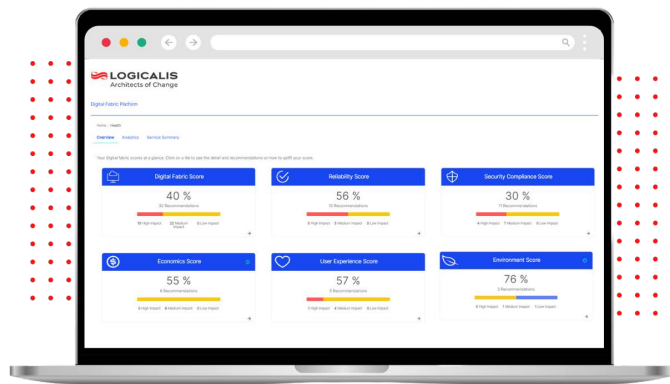
From reactive to proactive to predictive

The timeline showcases the progression of Logicalis Managed Services from an initial reactive stance, evolving into a proactive strategy, and culminating in the adoption of a predictive service model.



Ensure infrastructure efficiency with KPI-based health

Our service definitions are tailored to meet individual KPIs, which collectively contribute to five business-critical success factors: Reliability, Economics, Environment, Security, and User Experience. The resulting infrastructure health looks beyond the individual device or configuration item to the entire network, cloud, security, and workplace service under contract. The more services you have contracted with us, the more complete picture you'll have of your environment.



Maximize your technology investments with data-driven recommendations

By themselves, the numbers are simply point-in-time indicators of infrastructure health. Logicalis experts—and this is where you get real value—will interpret what it all means and give you prioritized, data-driven recommendations and advice as part of your regular business reviews. The goal is to show you how and when to make technology investment decisions that will drive the biggest impact on your business—now and into the future.

More about health

The AIOps-powered Digital Fabric Platform generates 5 high-level scores—Reliability, Economic, Environmental, Security, and User Experience. Each score has an associated number of measurable datapoints that, when combined, delivers a health score that reflects the health of the services contracted. For example, the Reliability score currently has up to 250 datapoints.

If you're contracted with all Logicalis services, there are hundreds of datapoints that make up your scores—with more being added all the time. The more services you have contracted with us, the more complete a picture you'll have of your environment.

Finally, recommendations for each score, coupled with expert advice from your trusted Logicalis advisor, will provide an on-ramp to improving infrastructure health.

Benefits



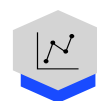
Greater IT control

Improve visibility with an enterprise-wide, real-time dashboard view of infrastructure health—the more services you have contracted, the more complete a picture you'll have of your environment.



More efficient operations

Automate processes and optimize operations with AIOps, machine learning, analytics, and other technologies, reducing the business impacts of talent shortages and enabling a sharper focus on the core business.



More cost-effective operations

Maximize your technology investments to meet business objectives with data-driven recommendations and expert advice.

Services

Logicalis Managed Services includes an extensive and growing service catalog with hundreds of service definitions built over 20 years, along with pre-engineered managed solutions in each of our technology pillars.



Architect a network for agility and flexibility so it can scale based on demand and react to change quickly.

Network

*Wired / Wireless / SD-WAN /
CASB / SASE*



Accelerate cloud adoption with a foundation that delivers scalability, high availability, cost efficiencies and ongoing innovation.

Cloud

*Private / Public / Hybrid
Storage - Compute - DB*



Integrate and orchestrate security across the entire digital ecosystem using a hyperscale cloud-native platform.

Security

*Sentinel SEIM / Defender /
Secure Score*



Build a workplace with digital technologies that balances productivity with employee empowerment.

Workplace

*M365 / Webex / Teams /
Cloud Calling / Meeting Rooms /
Identity & Endpoint Mgmt.*

Technologies

Powered by AIOps, our unique Digital Fabric Platform contextualizes large volumes of data, enabling us to proactively detect, prevent, predict, and provide recommendations. It uses:



Automation

Automates routine resolutions, fulfillments, queries, etc. via scripts and workflows.



AI/Machine learning/Analytics

Provides insights into large volumes of underlying data via a graphical representation and uses clustering to group related events and predictions to statistically predict the next event in a pattern.



Digital dashboard

Real-time enterprise-wide dashboard shows the health of the IT environment and provides insights on the next best actions to take—along with associated impacts—to improve.

Why Logicalis?

- **Managed services heritage** – Logicalis has over 20+ years of managed services experience and has received awards for its services innovations.
- **End-to-end services** – Logicalis also offers consulting, advisory, and professional services, along with 24x7x365 Level I/2 global service desk support for leading operating systems, browsers, mobile devices, and applications.
- **Logicalis-exclusive technology** – The Logicalis Digital Fabric Platform brings together sophisticated business process designs, automation, and multiple integrations—and we're continually rolling out new services and functionality.
- **Highly certified experts** – Customer-focused professionals work as a team to bring life to your technology strategy and help you achieve your business goals.
- **Global delivery, local expertise** – Globally delivered managed services provide a consistent experience, while consulting, advisory, and professional services are delivered by knowledgeable regional teams.

Take the next step in IT excellence

Contact your Logicalis Account Representative or discover more by visiting:

<https://www.us.logicalis.com/solutions-and-services>

