



## Engineering Services Agreement (ESA)

How quickly can you respond to an outage? Many organizations struggle to adequately recover from a catastrophic event. It can be difficult, even impossible, to assemble a team that can manage all of your current and future technology needs.

An Engineering Services Agreement (ESA) with FirstLight enables you to focus on what you do best: serve your customers, employees, and partners. An ESA provides critical support and operational expertise to help your team enable your business goals.

Service Level Agreements (SLAs) are an important component of an ESA. FirstLight has adopted an SLA-aware culture with a full lifecycle approach to technology support.

### ■ Support

Keep things running smoothly with an industry leading 24x7 Network Operations Center and dedicated engineering staff.

### ■ Monitor

Proactive monitoring ensures quick response, deeper context to provide swift resolution, and enables effective planning.

### ■ Consult

Leverage our engineering expertise to get the most out of your investments.

### ■ Implement

Equipment and software implementation with dedicated certified project managers to tackle your biggest projects.

### ■ Assess

Maintain an efficient, secure network with periodic health checks.

### FirstLight knows the importance of keeping your business running.

FirstLight continuously invests in the hardware, software, and engineering talent to support our customers. We are a long-standing service provider which maintains a Cisco Managed Service Provider (CMSP) designation. To stay up to date on the latest technologies, we invest heavily in certifications, specializations, training, and a state-of-the-art 24x7x365 Network Operations Center with highly qualified, locally-based technicians and engineers.



Premier Certified  
Cloud and Managed Service Provider