



## MANAGED SERVICES AT FIRSTLIGHT

**GIVING YOU THE MOST QUALIFIED & EXPERIENCED ENGINEERS.**

It can be difficult, and even impossible, to assemble a team who can manage all of your current and future technology needs.

An Engineering Services Agreement (ESA) with FirstLight enables you to focus on the critical business relevant applications that keep your business operational. An ESA augments your team's talent and frees up staff!



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We see our Engineering Services Agreement (ESA) as a contract between FirstLight and our client for Professional Engineering Services. Certified and experienced, we have skilled Engineers who can manage all telecommunication services and Cisco technologies.

**Service Level Agreements (SLA) are an important component of an ESA. FirstLight has adopted an SLA aware culture and we have added to that culture four other important components to a successful ESA:**

### Fulfillment

- Engineering
- PMO
- Warranty Administration

### Access

- Contact Methods (call, e-mail, portal, collaboration, etc...)
- Level of Users (End Users, Help Desk, Administrators)

### Coverage

- Service Requests
- Break & Fix
- Incident Management
- Problem Management

### Technology

- Product
- Service
- Monitoring
- Assessment

### **FirstLight knows the importance of Monitoring as part of a successful ESA program.**

Over the past ten years, we have implemented multiple SolarWinds® (NOC) modules and invested in hardware, software, and engineering talent within this robust platform. As part of a successful ESA program, FirstLight continues to invest heavily in certifications and specializations available to a Cisco premier partner, training, and our state-of-the-art 24x7x365 Network Operations Centers with highly qualified US based technicians and engineers.