

## Trusted Advisor Overview

CoverIT Trusted Advisor Service brings complete planning for technology lifecycle management – essentially a consultative partner who helps you proactively plan your IT environment with efficient capability and low cost in mind. Your CoverIT Trusted Advisor anticipates the impact that pending changes can have on your business and will plan to ensure your IT is capable of supporting the change. Combined with Systems Management monitoring, this service provides analysis to validate IT capabilities meet key business requirements and planning for IT changes to ensure that service levels continue to be met cost-effectively.

## Challenges

If your business is like most, the day-to-day challenges of providing responsive IT operations limit your ability to develop a strategic plan that aligns with your business needs. You undoubtedly find you are more reactive and responsive than proactive and visionary. It can be challenging to ensure your organization has the right IT capability when and where it's needed. It is equally difficult to plan for technology replacement if you do not have the systems, processes and tools to know when the technology is approaching the end of its supportable life. Without a clear and strategic vision, you do not know if you have the right IT capabilities or if you are deploying them in the right places at the right time.

## Benefits to Your Organization

With a Compugen Trusted Advisor helping your organization, you benefit from strategic planning that

aligns IT capabilities with the requirements of your business. Your IT spending will be more predictable and you will avoid over-spending on excess or unneeded IT capacity and capability. With Trusted Advisor's strategic consulting services, we help you extend your view of your IT horizon by producing an annual IT budget that truly aligns with your business initiatives.

## Service Features

CoverIT Trusted Advisor Service includes periodic business reviews and strategic consultation for your organization's IT plan:

### Periodic Business Reviews

- Formal review of IT operations with customer stakeholders
- Detailed analysis of system health
- Proactive recommendations for system changes to maintain performance
- Detailed analysis of IT service levels
- Proactive recommendations for measures to optimize service outcomes

### Strategic Consultation

- Annual roadmap for major upgrades and significant IT events
- Assistance in development of an annual IT budget that aligns with your business goals
- Recommendations for system upgrades to align with business demands
- Proactive notification of outdated hardware or software
- Consultation and recommendations for upgrades and/or new solutions to support business initiatives



	Assist	Support	Manage	Strategize
Desktops & Peripherals	Help Desk	Desktop Support	Desktop Management	Trusted Advisor
Servers & Applications	Systems Readiness Audit	Systems Support	Systems Management	
Storage & Backup				
Communications Infrastructure				
Virtualization	Security Mgmt Audit	Security Support	Security Management	
Enterprise Security				
Managed Output	Print Management Audit		Print Management	

### Technologies Covered

With deep partnerships and strategic alliances within the IT industry, Compugen has you covered with support for application file servers, blade servers, virtualized environments, storage area networks, network infrastructures, wireless networks, remote access solutions and converged infrastructures.

With 15 locations coast to coast, we can meet your needs for full technology lifecycle management on a local or national scale. Contact us for further information on how Compugen’s CoverIT Managed Services can keep your IT environment running smoothly, while reducing cost and freeing up your valuable IT staff.



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