



Why Aktion for Managed Services?

DISTRIBUTION & MANUFACTURING



MANAGED
INFRASTRUCTURE
& CLOUD SERVICES

National ERP software reseller and IT infrastructure provider focused on the Architectural Engineering, Construction, Distribution, and Manufacturing industries.

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The Aktion Difference

For over 40 years, Aktion Associates has built a reputation by offering a wide range of technology choices to the Architectural Engineering, Construction, Distribution, and Manufacturing industries. As your strategic partner, Aktion works with you to devise a sustainable IT strategy and manage complex technology environments with award-winning software, infrastructure, services, and support.

Ready for a business where downtime and lost profits are a thing of the past? An always-on business is the reality with Aktion's Managed Services, a suite of proactive management services and tools developed specifically for your application and industry.

Most managed service providers force you to conform to a generic, one-size-fits-all services model. These providers disregard key elements that make your business unique and successful.

Generic is not who you are. And it's not who we are, either.

Aktion is uniquely suited to deliver Managed Services to the Distribution and Manufacturing industries. What sets Aktion apart from traditional managed service providers is our unparalleled application implementation heritage, our network engineering expertise, and our in-house, secure Network Operations Center (NOC). Aktion's Managed Service solutions allow companies the freedom to focus on building business and not on maintaining their IT infrastructure.

Aktion's range of Managed Service plans can augment your existing IT department or provide complete IT support for a fraction of the cost of staffing one yourself. This ensures that your environment runs predictably, optimally, and securely. Combining IT expertise with industry experience gives you the best in Managed Services.

We make sure your business is always on. That's the Aktion difference.

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Aktion's Managed Services for Distribution & Manufacturing

Aktion Associates has been consistently recognized as a leading national partner by key software vendors like Infor and Acumatica. Our programs pair world-class IT infrastructure management capabilities with application and industry knowledge, providing you with complete technology support.

Why Customers Choose Aktion:

- Unparalleled distribution/manufacturing and third-party application expertise
- Deep industry knowledge and offerings specific to distribution and manufacturing management
- Account specific dedicated network engineer
- Expertise in modern infrastructure design and network engineering
- In-house, secure Network Operations Center (NOC)
- Comprehensive IT support for cloud and on-premise environments, local users, and systems
- Level 1, 2, 3 support – technology department supported by a team of application consultants and software engineers with deep rooted knowledge of the application
- Partnership with technology/solution leaders like IBM, HP, Microsoft, SonicWall, and Meraki/Cisco

Choose the Managed Service Package That Best Suits Your Business

The Aktion Managed Services offerings provide a breadth of support options and can be augmented to best fit your company IT team needs:

- **Proactive IT** – take advantage of Aktion's robust monitoring, management, and security for your network to minimize support issues.
- **Ultimate Remote IT** – full network management, protection, and support through our NOC and an assigned Network Engineer.
- **Ultimate On-Site IT** – includes all of the features in the Ultimate Remote IT plan with scheduled and on-call support at your business locations.
- **Managed Platform and Application Support** – add application support for your primary line of business software to an IT management program designed to provide turnkey management, backup and disaster recovery to your mission critical server platform.

In addition to our managed services plans, Aktion has a la carte options.

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The Aktion Managed Services Advantage

	Proactive IT	Ultimate Remote	Ultimate On-Site	Managed Platform and Application
<i>Application and Industry Expertise</i>	✓	✓	✓	✓
<i>24x7x365 Advanced Monitoring</i>	✓	✓	✓	✓
<i>Microsoft and Select 3^d Party Software Patch Management</i>	✓	✓	✓	✓
<i>IT Asset Inventory</i>	✓	✓	✓	✗
<i>Real Time Optimization</i>	✗	✓	✓	✓
<i>Scheduled Preventive Maintenance</i>	✓	✓	✓	✓
<i>24x7x365 Firewall Management and Maintenance</i>	✓	✓	✓	OPT
<i>24x7x365 Router and Switch Advanced Performance Monitoring</i>	✓	✓	✓	OPT
<i>Anti-Malware License and Monitoring</i>	✓	✓	✓	✓
<i>Backup Monitoring</i>	✓	✓	✓	✓
<i>Backup Software Updates</i>	✗	✓	✓	✓
<i>Backup Job Management</i>	✗	✓	✓	✓
<i>Periodic Test Data Restore</i>	✗	✓	✓	✓
<i>Disaster Recovery Planning</i>	✗	✓	✓	✓
<i>Remote Disaster Recovery</i>	✗	✓	✓	✓
<i>Periodic Business Review</i>	✗	✓	✓	OPT
<i>Unlimited Remote Support</i>	✗	✓	✓	✓
<i>Unlimited On-Site Support</i>	✗	✗	✓	✗
<i>Scheduled On-Site Engineer</i>	✗	✗	✓	✗
<i>On-Site Disaster Recovery</i>	✗	✗	✓	OPT
<i>Aktion Cloud Backup</i>	OPT	OPT	OPT	✓
<i>Disaster Recovery to Aktion Cloud Environment*</i>	OPT	OPT	OPT	✓

*Requires platform optimization for cloud disaster recovery.

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What to Expect

Aktion Managed Services Onboarding

To ensure a successful onboarding, Aktion follows a proprietary process called Lean Operations. Lean is a defined set of sequence steps and milestones that ensures on-time, on-budget onboarding. As companies begin to take advantage of the Aktion Managed Services difference, timeline and objectives will be further defined during a Project Kickoff and may vary according to customer requirements.

- Dedicated field network engineer assigned
- Project kick-off
- Network/Platform optimization projects
- Remote monitoring and management toolkit rollout
- Deployment of standard automations
- Access to Network Operations Center (NOC)

Support Response Time

Aktion is committed to providing superior technical support as well as excellent customer service. Support agreements provide key contact methods, procedures, and definitions that will help maximize the value you receive with Aktion Managed Services.

Our Network Operations Center (NOC) provides ongoing support services that offers a range of response times. We classify support issues in three levels of urgency. Response times for each level of urgency are designated in the table below.

	Request Time of Day	Target Response Time	Response Commitment
<i>Non-Urgent</i>	Business hours	2 hours	16 hours
<i>Critical</i>	Business hours	Immediate	4 hours
<i>Emergency</i>	Business hours	Immediate	4 hours
<i>Non-Urgent</i>	After hours	Next business day	Next business day
<i>Critical</i>	After hours	1 hour	4 hours
<i>Emergency</i>	After hours	1 hour	4 hours

Standard Support Hours: Monday–Friday from 8:00am–5:00pm ET

After Support Hours: Monday–Friday from 5:00pm–8:00pm ET

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Non-Urgent Examples

- Employee onboarding/offboarding
- Printing issues
- Software deployments/updates

Critical Examples

- Internet outage
- IT issues limited to 3 or fewer users (email outage, access/login/password issues, etc.)
- Loss of access to corporate data and/or critical applications

Emergency Examples

- Server down
- Site or regional disaster
- Ransomware attack

As one of the nation's largest and most recognized Value-Added Reseller (VAR), our knowledge of technology as well as the distribution and manufacturing industry makes our Managed Services a smart choice for your business. With hundreds of Aktion Managed Services customers running the same supported software packages, common issues are familiar to us, resulting in faster solutions and optimal uptime. Not only does Aktion Managed Services provide the security of proactive server management and monitoring, but our customers also enjoy peace of mind knowing that their networks are maintained and supported by engineers with industry-specific application expertise.

PARTNERS & RECOGNITIONS

Acumatica & Infor
CompTIA MSP Partner
CompTIA Security
Microsoft Gold Partner
HPE Solution Provider
IBM Silver Business Partner
Meraki/Cisco Partner
Lenovo
SonicWall
SentinelOne
BigLeaf Networks
StorageCraft
Evault
AND MORE



Gold
Channel Partner



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Other Ways Aktion Can Help Your Business

Cloud Readiness Assessment

Network assessments, WAN optimization, security, and shared data architecture evaluation.

Cloud Services

Aktion has two, company-owned enterprise class data centers able to host your workloads.

Hybrid Cloud

Take some of your workloads to the cloud and leave others on-prem to optimize technology environment.

Security Services

Anti-spam, anti-phishing, endpoint detection & response, employee education, managed firewalls, identity management/MFA.

Infrastructure/Software Licensing

HPE Servers and Storage, VMware, Meraki/Cisco, SonicWall, Microsoft, and others.

Microsoft 365 Migrations & Support

Exchange email, SharePoint, OneDrive, Teams, Azure Active Directory, Windows Virtual Desktop, Security & Device Management.

vCIO Strategic IT Consulting

For more information

To learn more about Aktion Cloud and Managed Services, please contact Aktion or your Aktion Sales Representative. For additional details about Aktion's Professional Services and our application and industry expertise, visit the following website: <https://www.aktion.com/business-it-services/>

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Aktion Associates is a national ERP software reseller and IT infrastructure provider focused on the Architectural Engineering & Construction, Distribution, and Manufacturing industries. Since 1979, more than 6,500 customers have chosen Aktion as their technology advisor. With a workforce of more than 200 professionals in application consulting, network and software engineering, these teams utilize proprietary lean implementation processes to help customers realize the value of their IT investment.



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