RemoteAdmin for End User Computing

RemoteAdmin for EUC provides 24/7 system monitoring with GothamWatch, access to Gotham's support desk for second and third-tier support for EUC-related issues, and all routine and occasional administrative services required to maintain your EUC environment; all for an affordable, predictable, and manageable monthly cost.

Gotham becomes an extension of your staff, providing expert level support resulting in a better end user experience.

Our **RemoteAdmin** services keep systems running at peak efficiency for some of the world's largest organizations, and **our renewal rate tops 95%.** Flexibility in our offerings and a dedication to the highest levels of customer service are the foundation of our success. The services are competitively priced and include all the staff and systems necessary to meet agreed upon SLAs.

- Unlimited 24x7 support for the entire EUC stack, from the hypervisor, through the OS, desktop provisioning, and brokering layers with support for application provisioning and image management, for on-prem, cloud-hosted or hybrid deployments

- Expert management of the desktop image and user personalization environment helping to ensure a positive end user experience

- Management of the application lifecycle on the EUC hosted environment, including new application installations or modifications to existing applications

- Daily administrative tasks, including adding/removing/changing VDI and hosted-shared desktop users & groups

- Daily review of Event Logs and GothamWatch alerts, and remediation of identified issues

- Addition or modification of Windows and broker policies

- Performance management and tuning of the EUC environment and alert threshold adjustment

- Includes periodic patching, hotfix and service pack installation for Citrix, Microsoft and VMware

- Onboarding of users to the EUC environment to make the adoption of VDI and hosted-shared desktop technologies as seamless as possible

- Regular reporting including weekly system health and a summary of cases open and closed.

- Contract options include ADC management (NetScaler/F5), Performance Management as a Service, and Disaster Recovery as a Service

RemoteAdmin for EUC is an all-inclusive offering and is priced by the number of users in your environment.

Gotham's Managed Services Desk personnel are certified and field experienced in building and managing complex enterprise EUC environments.

The Managed Services Desk is accessible via phone and e-mail during normal business hours and provides 2-hour response guarantees for after-hours phone support requests. Unlimited support is included for EUC-related technologies and Gotham escalates all unresolved issues to the vendor after 24 hours. Various SLAs exist for the administrative tasks.

GOTHAM
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