Support services for your IT infrastructure needs with a flexible consumption model – purchase the services on your terms!
Leveraging our deep skill sets, you pay on a "per person" basis but get the collective knowledge of an entire expert team!

A typical scenario......

You need to ensure you support your IT environment, but also need to manage the cost and resources in your organization; typical challenges include:

- Your IT support team spends a substantial amount of time on routine support tasks for your environment – expensive resources spend time solving common problems, taking time away from key projects
- Routine support is performed by onshore / on site resources with high salary and benefit cost
- Skill sets are "siloed" and the broader skill sets for holistic support do not exist within in the organization.

The Result?

Internal support costs are substantially higher than necessary and key strategic projects lack resource and suffer as a result, getting delayed and having a true impact to the bottom line!

Is there a better way?

Introducing NathCorp Pro-Tek Services

A portfolio of on-demand remote support services providing:

- Low cost – rates typically 50-60%+ lower than in-house resources

- Flexible consumption models – hourly, weekly and monthly rates that can be modified on 10-day's notice (Certain minimum commitments apply)

- Broad, high quality skill sets – you pay for only one resource, but the resource is supported by a team of experts, ensuring the "full set" of skills is available to you for the cost of a single resource

- Buy only what you need - Pro-Flex services are configured to allow you to tailor the services you need; no longer must you accept a set of "standard" services as part of a Managed Service offering bringing no value – now you can buy exactly what you need to support your environment for as long as you need it, and nothing more!

NathCorp Pro-Flex

Infrastructure

OS patching, updates and support – Windows, LINUX

Active Directory – on-prem and Azure Active Directory

Database – patching, updates, administration, support – MS SQL, Oracle

MDM / MAM – support, updating, patching and monitoring of devices and applications

End-point security management and monitoring

Azure / AWS configuration, management and monitoring

Email management and monitoring

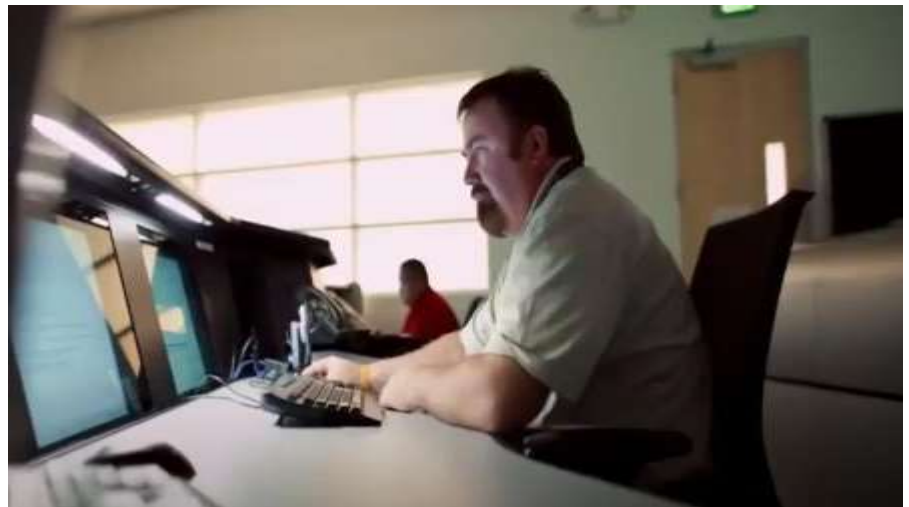**Technologies**

M365 suite

O365 suite

SCCM

SCOM

Intune / End Point Manager

Exchange

MS Teams

SQL / Oracle / Mongo DB

With NathCorp:
"You pay for only one resource, but the resource is supported by a team of experts, ensuring the "full set" of skills is available to you for the cost of a single resource"

NATHCORP

1 **Business Challenge**

A Fortune 500 entertainment company experienced a sudden significant increase in Help Desk tickets related to Active Directory and Messaging due to a merger and increase in users. They were unsure if the increase would continue or was due to the merger.

What we Delivered

We provided a complete solution to include
- Image creation, management, and deployment
- Mobile device and mobile application management
- Tier 1/2/3 Help Desk
- Server and cloud maintenance and monitoring
- Support for regulatory compliance and reporting

The Business Benefit

The solution was deployed in record time (less than 90 days), while remaining compliant with all regulatory requirements and guidelines. Average ticket response times are 20 minutes or less and the airline experienced **operational savings of over $1 million per year.**

2 **Business Challenge**

An airline required a complete turnkey mobile device solution for their pilots. The solution needed to be fully managed, include all Tier 1/2/3 support, and ensure OS and application updates and patches are applied in a timely manner – all while devices are deployed worldwide. Additionally, they required the supporting infrastructure (AD servers, Azure connections, Certificate Servers, etc.) be provisioned and maintained as part of the solution.

What we Delivered

We provided a complete solution to include
- Image creation, management, and deployment
- Mobile device and mobile application management
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