

StoredIQ Managed Services

Overview

StoredIQ Managed Services, a component of the StoredIQ Professional Services Maintenance^{IQ} offerings, provide new and existing customers supplementary administration solutions for their StoredIQ appliance, ensuring a smooth transition to in-house eDiscovery and Information Management. StoredIQ offers two types of Managed Services, *StoredIQ On Call* and *StoredIQ Virtual Team*, to address a broad range of customer needs.

StoredIQ On Call

The transition to in-house Information Management can be a complex one, especially for the Legal and IT teams. The *StoredIQ On Call* managed service facilitates that transition by providing essential, on-demand assistance as the customer requires it. StoredIQ-certified Professional Consultants will be available to address the most intricate of issues, and help design and implement processes specific to a customer's business and legal needs. In addition, quarterly StoredIQ Health Checks are included in the *On Call* service, ensuring continued, optimal use of the platform.

StoredIQ Virtual Team

With *StoredIQ Virtual Team*, a fully-certified StoredIQ expert will be assigned to the customer's organization functioning as a virtual staff member. In that capacity, the StoredIQ professional will take on additional, proactive responsibilities to perform any and all information management activities routinely required by the business, in addition to those included in the *StoredIQ On Call* service. Furthermore, the StoredIQ team member will perform all necessary maintenance, produce periodic, detailed reports, and continually monitor the appliance to ensure around-the-clock availability.

Activity	StoredIQ On Call	StoredIQ Virtual Team
Product Questions	✓	✓
General Consulting	✓	✓
Business Process Design/Implementation	✓	✓
Quarterly Health Checks	✓	✓
Exception Handling/Load File Production		✓
Semi-monthly Performance/Activity reports		✓
Proactive Maintenance		✓
Remote monitoring		✓



Key Benefits

- Completely outsource StoredIQ administration
- Ensure smooth transition to in-house eDiscovery
- Design and implement business processes tailored for each organization
- Leverage industry best-practices for eDiscovery and Information Management
- Access to StoredIQ-certified Professional Consultants
- Ensure optimal use of StoredIQ solutions

Get a Quote!

For more information or to receive a quote on StoredIQ's Managed Services, contact:

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