ColumbusCare Application and Cloud/Infrastructure Management Services

Supporting your stability, growth and changing needs
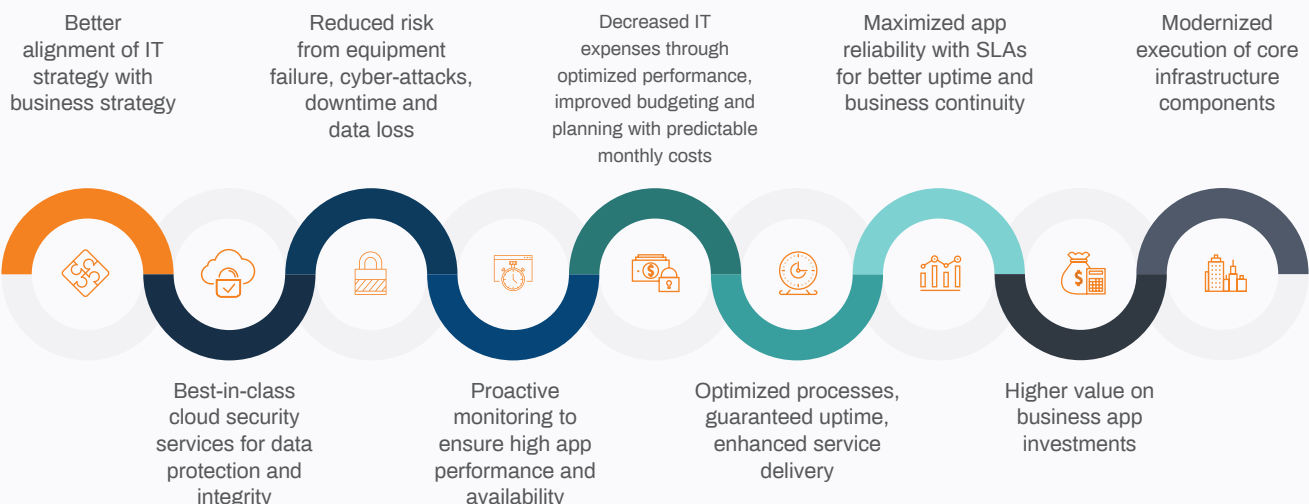
At 21.2% CAGR, the global managed application services market will touch the $27.83 billion mark by 2022 (from its 2016 figure of $8.92 billion) driven by:

- The need for a proactive approach to achieve enhanced performance, optimized costs and sustained competitive advantage
- The increasing need for business agility and accelerated time-to-market

ColumbusCare is a Microsoft Application and Infrastructure Managed Service offering built on a modular service catalog covering proactive managed services, reactive support services, and as-needed consultancy services that guarantees:

- Round-the-clock maintenance and management of your core applications and infrastructure
- Your critical business systems run at peak efficiency even during the busiest operating hours
- Your application and infrastructure solutions are supported by an industry leading 24x7 service desk with a dedicated service delivery manager who offers strategic support and manages your daily operations
- Your business operates as intended, while freeing up your internal teams to focus on innovation

What benefits does ColumbusCare provide?

Better alignment of IT strategy with business strategy

Reduced risk from equipment failure, cyber-attacks, downtime and data loss

Decreased IT expenses through optimized performance, improved budgeting and planning with predictable monthly costs

Maximized app reliability with SLAs for better uptime and business continuity

Modernized execution of core infrastructure components

Best-in-class cloud security services for data protection and integrity

Proactive monitoring to ensure high app performance and availability

Optimized processes, guaranteed uptime, enhanced service delivery

Higher value on business app investments

What sets ColumbusCare apart?

ColumbusCare efficiently supports your crucial application and infrastructure needs – irrespective of your business' scope, nature or size.

A highly-experienced team:

- 30 years of solid industry experience and expertise

- Track record of solving over 75,000 customer cases spread across 45 countries every year

- 24/7 support from 300+ dedicated consultants in 9 different languages

- Understanding – and resolution – of business challenges by experts with decades of industry experience who have
  - An average Columbus tenure of 10-12 years
  - An average industry tenure of 15-20 years

Configurable services:

- Customized services – irrespective of SLAs, scope of work or service hours

- Includes solution optimization, support, operations and management at one go

- Eliminates the need to look for separate service providers for separate services

One service desk:

- To reduce the time in communicating with different consultants/ partners for every service

- To provide a dedicated partner to enhance service and communications efficiency

Flexible pricing models:

- To accommodate individual budgets and requirements

- Applies to configurable services too – Helps select the right budget and business needs fit

Columbus is an IT service and consultancy with more than 2,000 employees worldwide. We bring digital transformation into your business and position you to thrive in the future. We are experts in designing, implementing and maintaining digital business applications to help your business succeed in the digital age. With over 30 years of experience serving more than 5,000 customers, we offer a comprehensive portfolio with deep industry knowledge and extensive technology experience to help modernize your business. Columbus has offices and partners all over the world and we can, therefore, deliver our solutions and services locally—on a global scale.

For more information about ColumbusCare services, please contact us at us-marketing@columbusglobal.com.