

Set Your Business Up for Future Growth With Managed Infrastructure

Gain stable operations and connectivity solutions while controlling future scalability costs.



What Is Managed Infrastructure?

Managed infrastructure is the outsourcing of managing, maintaining, or anticipating the need for technology infrastructure processes and functions to an expert that improves your IT operations.

How Does it Benefit Your Business?

Managed infrastructure allows your IT staff to focus on their assigned workloads for the betterment of your business growth. Using a third party to manage your infrastructure puts the onus on them to keep your IT operations up to date with the latest technology, while reducing time and financial investments.

- Optimized bandwidth and reduced workloads for IT teams
- Access to best-in-class IT experience and knowledge
- Scalability and agility for private and public cloud platforms
- Always-On 24x7x365 US based support
- Predictable, predetermined, fixed costs to maximize your budget

TailWind Delivers One Managed Solution for Business Connectivity and Field Services

With TailWind, you get complete voice and data infrastructure solutions no matter if your business has a few locations or thousands. We streamline your operations with a fully managed, end-to-end service program that removes all labor-intensive tasks and responsibilities from your plate.

Here's our managed infrastructure blueprint that sets you up for success:

- ✓ Our customers submit a request – such as a new network build out, managed roll-out, site closure, etc – and our “infrastructure-in-a-box” experts handle the logistics, maintain connectivity, and manage the project to completion.
- ✓ Our customers retain full oversight of the project while we execute, provide real-time updates, and coordinate multiple vendors, contractors, suppliers, carriers, and project timelines – all managed by one dedicated project manager with real-time updates on our Customer Portal
- ✓ We provide break-fix support on the carrier side and customer-premise side for end-to-end network maintenance.
- ✓ We troubleshoot and resolve any issues on either side of the demarcation point.
- ✓ We take complete accountability for all components of your business connectivity, field service, and break-fix needs every step of the way through project completion.