

Chart a new path to innovation with Managed IT Services from Apogee



Apogee offers a customizable array of Managed IT Services to address individual campus needs, including Infrastructure, Endpoints, Active Directory, Office 365 & Google Workspace, and IT Service Desk.

- Offloading of operational systems and projects
- Remediation and maintenance of critical IT systems
- SLA-driven approach with predictable funding model

Customizable to suit your individual campus needs

Maximize operational benefit and value with a complete Managed IT Services engagement or choose one or more of the discrete services below to address specific areas of pain.

MANAGED INFRASTRUCTURE	Critical systems, server infrastructure, antivirus and backups	<ul style="list-style-type: none"> ● Server compute and disk services, OS, server and network security policy, hosted cloud resources ● Physical hardware and OS-level functionality and virtual environments ● Antivirus policy, auto-remediation of policy violations ● Backup policies, maintenance of on-prem and cloud backups and access
MANAGED ENDPOINTS	Hardware/software, applications, software patches, antivirus and malware	<ul style="list-style-type: none"> ● OS hardware/software health ● Automated deployment of standardized applications ● Escalations for daily account, maintenance requests ● OS and third-party patches ● Antivirus policy and remediation, malware prevention
MANAGED ACTIVE DIRECTORY	Servers, AD/DNS, ADFS/SSO, MFA and backups	<ul style="list-style-type: none"> ● Active Directory, DNS, and ADFS servers, OS, and security permissions ● DNS configuration/maintenance ● Privileged access and group policy ● SSO and multifactor authentication ● Backup policies, maintenance of on-prem and cloud backups and access
MANAGED OFFICE 365 & GOOGLE WORKSPACE	Application management, vendor communications, and licensing	<ul style="list-style-type: none"> ● Email, chat, cloud file storage systems ● Policy development and enforcement, compliance, data retention, e-discovery, and data restoration process ● Escalations for daily account, maintenance requests ● Vendor communications
IT SERVICE DESK	L1 and L2 call support, escalation, ticketing, and monthly insight reporting	<ul style="list-style-type: none"> ● Full-time remote service desk staffing ● ITSM systems configuration ● Knowledge Base documentation ● 24/7 L1 and business-hour L2 phone support ● Monthly reporting including metrics and escalations

ABOUT APOGEE

For more than 20 years, Apogee has been redefining the student campus life experience. As the only managed technology services provider with a sole focus on higher education, Apogee has become the trusted partner to more than 350 schools and 1 million students and administrators who rely on the company's innate understanding of how superior technology powers student vitality.

Apogee's comprehensive portfolio includes unmatched residential networks (ResNet) and Managed Campus networks and IT services that drive student and administrator success; video services that provide "like home" rich media experiences; and digital community engagement solutions that serve as an extension of the university's staff. Partnering with Apogee enables schools to derive greater return on their IT investments and increase student satisfaction while achieving budget stability and predictability.

Visit Apogee at apogee.us.