SHI Complete

IT transformation, simplified.

Modern IT infrastructure demands expertise your team may not have bandwidth to develop or manage. SHI Complete is a fully managed services solution designed to help organizations implement and manage a resilient, secure, and scalable IT operating model. We align technology operations with your business goals—so you can focus on innovation, not infrastructure.

Service elements

Support services
A stable operating model starts with reliable user support. We provide proactive, 24/7/365 assistance that goes beyond ticketing to enhance productivity and enforce your governance standards. By managing device and user lifecycles through Managed Intune and Autopilot services, we ensure your configuration and security policies are consistently applied, freeing your organization for strategic initiatives.

Network management
Your network is the backbone of your business operations and a critical control point for governance. We architect, monitor, and manage your network infrastructure, to ensure performance and resilience. Whether co-managed or fully managed, we provide the flexibility you need, while our rigorous patching and maintenance routines safeguard your operations against disruption.

Security services
Strengthen your security posture with sophisticated defense strategies and compliance management. We embed a robust, multi-layered security strategy into your IT operating model, combining identity management, email/endpoint protection, and managed detection and response services that monitor continuously and respond before incidents impact business.

Service capabilities

Support services
- Device and identity management
- 24/7/365 support
- Managed Intune and Autopilot

Network management
- 24/7/365 monitoring and alert response
- Co-managed or fully managed
- Infrastructure patching and maintenance

Security services
- Identity-first security governance
- Email and endpoint security
- 24/7 Managed detection and response

Infrastructure management
- Managed servers, storage, and cloud
- Managed backup and disaster recovery
- Event-based monitoring

SHI One portal
- Centralized support desk
- Service and asset management
- Executive dashboards and reporting

Customer experience
- Technical account management and consulting
- Expert engineering resources
- Continuous service improvement reviews

Infrastructure management

Multi-platform environments create complexity that consumes resources and increases risks. We manage your complete infrastructure across AWS, Azure, Hyper-V, Nutanix, Office 365, and VMware. Our event-based monitoring and management of servers, storage, and backups deliver cost predictability and optimize resource allocation, turning your infrastructure into a strategic, efficient asset.

SHI One portal

Fragmented visibility delays decision-making and wastes time. The SHI One portal is your single pane of glass for data-driven decision-making. It centralizes service and asset management, offering intuitive tracking and reporting that aligns operational data with your strategic KPIs. This clarity empowers you to prove IT value and optimize performance across your entire environment.

Customer experience

Effective managed services require strategic partnership beyond technical support. SHI's dedicated technical account managers provide personalized service delivery and consulting, with assigned resources who understand your business goals and provide proactive recommendations.

Contact your SHI account executive or email
SHI_Complete_Sales@**SHI.com** to learn more.

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