# SHI Complete

## Managed IT: simplified.

Empower your business with SHI's comprehensive managed services, designed to simplify IT transformation and drive sustainable growth.

## Service elements

### Support services

Keep your business running smoothly with 24/7 remote assistance for users and IT administrators.

We offer comprehensive device and user management, enhancing productivity and satisfaction. Streamline device management with Managed Intune and Autopilot, reducing complexity and freeing up resources.

### Network management

Transform your IT infrastructure with SHI's network management solutions, designed to boost productivity and satisfaction.

Integrating Cisco Meraki, we ensure your network is optimized for performance and uptime. Our designs incorporate business continuity, safeguarding operations against disruptions.

### Security services

SHI provides a robust security platform that protects your IT environment from threats. Our solutions include identity management, email and endpoint security, and managed detection and response for comprehensive defense.

## Service capabilities

**Support services**
- Device and user 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 management
- Email and endpoint security
- Managed detection and response

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

**SHI One portal**
- Centralized support desk
- Service and asset management

**Customer experience**
- Technical account management and consulting
- Dedicated engineer assigned to your organization

## Infrastructure management

Optimize your cloud and on-premises infrastructure with SHI's managed services for AWS, Azure, Hyper-V, Nutanix, Office 365, and VMware. We offer guidance on resource assessment, deployment, and migration to control costs and enhance efficiency. Event-based monitoring ensures effective management of servers, storage, and network resources.

## SHI One portal

View key aspects of your environment in our centralized portal. Gain clarity with comprehensive service and asset management, allowing informed decision-making. Intuitive tracking and reporting provide visibility into daily operations, empowering performance optimization.

## Customer experience

SHI delivers a world-class customer experience with a dedicated account team from onboarding through renewal. Our technical account management offers personalized solutions that align with your business goals.

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

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