

# Managed Services

An Extension of Your IT Team



IT teams cover a lot. Keeping up with ever-changing platforms and software updates is a full-time job. Luckily, that's our main focus. Migrations, archiving, backups and eDiscovery are our specialties. Leave the day-to-day management to Bluesource so your in-house IT team can focus on critical projects and business priorities.

## Benefits at a Glance

- 24 x 7 x 365 support
- 99.9% uptime guarantee
- Adherence to ITIL framework and ISO27001
- Knowledge of GDPR, HIPAA, FINRA, SOX, and other regulations
- Annual Application Health Check
- Support for on-premise, cloud or hybrid solutions
- Apply upgrades, patches and hotfixes



### Cost Savings

Bluesource's managed services mean predictable expenses for your organization. All costs are agreed upon up-front, and uptime and response time are included in the SLA.

### Improved Compliance

Our comprehensive understanding of data compliance fills the knowledge gap in local IT teams. Partnering with Bluesource ensures adherence with rules and regulations.

### Technology Updates

It's our experts' job to stay current with ever-expanding enterprise technology. We help determine the right products, strategize to meet your needs, and stay up to date.

# Managed Services

Products We Support



## Fully Managed Products



Enterprise Vault  
Arctera Insight Archive  
EV Discovery Accelerator  
EV Compliance Accelerator

Arctera eDiscovery  
Arctera Merge1 (Insight Capture)  
Arctera Data Insight  
Arctera Advanced Surveillance

## Discovery Assist and Admin Assist

Bluesource can augment your eDiscovery staff with Discovery Assist and Admin Assist - to help with specific aspects of your Arctera (formerly Veritas) and Microsoft Purview Solutions.

