M*AR*S™

MANAGED
ARCHITECTURE
SOLUTION

Save yourself from unnecessary delays and recurring problems and even more systemic, big picture business operation issues.

M*AR*S is more than just the nuts and bolts of Andromeda's 360-degree business network management; it's a philosophy that defines our operations and service relationship with you.

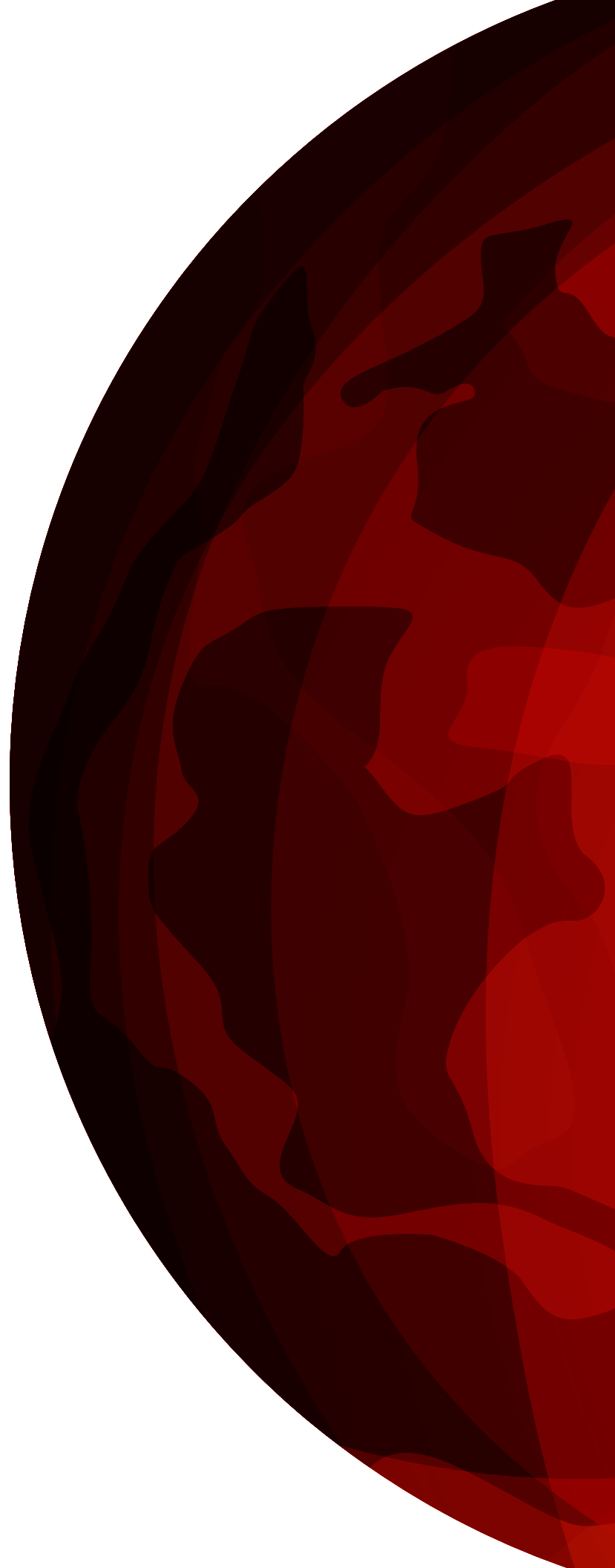**Andromeda**
TECHNOLOGY SOLUTIONS

M*AR*S

(Managed ARchitecture Solution)
We prioritize communication, responsiveness, and long-term commitment. A dedicated team of Service Manager, Technical Strategy Advisor, and field/remote techs will be assigned to you and your team for the long term. They will become familiar with you and your needs, ensuring a personalized experience. Because, with all the server/Cloud app/PC moving pieces of your network, the most important "nodes", so to speak, are your people!
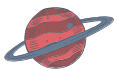
A SMOOTH RIDE

Getting your data network running is mostly a technical effort. But keeping it reliably and securely serving your ever-changing business needs requires cooperative effort, planning, and mutual understanding between our team and your team. In other words, if it's going to work for the long-term, we had best enjoy each other's "company".

M*AR*S aims to promote such an atmosphere by assigning a dedicated team to your IT and by applying a well-thought-out set of business processes that minimize "friction" in getting things done. Without these two M*AR*S components, you could be in for one nasty ride—subject to interactions and processes that can undermine an IT service relationship (and may already have for you).
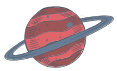
Here are just a few examples of what to expect from a trip to M*AR*S:

- Structured Onboarding – online, form-prompted info gathering
- Structured Technical Planning
- Annual Compliance Reviews

- Online Legal Agreements – easy to scan and short on unnecessary "legalese"
- Client Communication Center – tips, bios of your Andromeda team, and a simple, directed, online Service Ticket generation form
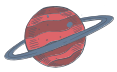
The NUTS & BOLTS

M*AR*S comprises a comprehensive platform covering all aspects of a robust data network, including layered security, customizable firewall configurations, active email security, cloud/remote access, design/mapping, proactive monitoring, and remediation/continuity.
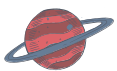
STANDARDIZATION IS the FLIGHT PLAN…

A non-standard network framework is a recipe for delays and additional future service calls…or, worse, a "No-Go" from the "get-go"! Every client network is unique, but working within a standardized framework enhances flexibility to build, maintain, and adapt a network with the greatest efficiency.

…BUT MID-COURSE CORRECTIONS ARE THE NORM

Where M*AR*S really outshines the rest is in the core philosophy of proactive adaptation! We continually evaluate our current stack, vendors, and applications and actively investigate new ones. We also set timetables for addressing future needs proactively—from network tools to evolving best practices for cyber insurance, compliance requirements and other IT-related concerns that impact your business.

In fact, you'll notice that our M*AR*S offering is "dated" with a year stamp to reflect that evolution is imprinted in the very DNA of M*AR*S.

NOT TOO DYNAMIC

That said, change can mean new hassles and can potentially create operational incompatibilities or even unforeseen security holes. You can rest assured that Andromeda adapts M*AR*S only as often as warranted to improve your operations and our business relationship with you, NOT just because something new caught our attention.

M*AR*S™

MANAGED ARCHITECTURE SOLUTION

YOUR NEW HOME

It's your network, your team, your show.

We tailor MARS to your specific needs, aligning it with your users, devices, and software apps as well as your unique business operations. Andromeda offers M*AR*S not as a distant dream, but as your new home!

Andromeda
TECHNOLOGY SOLUTIONS

(815) 836-0030