

# PARTNER MANAGED SERVICES

## WHO WE ARE

Forward Edge is a leading K-12 technology solutions provider, dedicated to empowering schools to reach tomorrow's learners.

With a commitment to delivering cutting-edge solutions and services, Forward Edge is focused on helping educational institutions thrive in the digital age, enabling students to succeed in an increasingly technology-driven world.



## WHY IS PARTNER MANAGED SERVICES IS A GOOD VALUE FOR YOUR DISTRICT?



**Knowledge & Experience of the Team**



**Shared Knowledge of my Infrastructure**



**Reduced Risk**



**Proactive Solutions**



**Time to Focus on other IT Priorities**



**Peace of Mind**



**vCIO**



**Lifecycle Management and Budget Planning**

## WHAT WE DO

Your to-do's seem endless and the technology changes are never ending. We get it. That's why districts partner with us to provide a cost-effective and efficient way for schools and educational institutions to manage their technology infrastructure and support.

Partner Managed services can include everything from network and server management to email and cloud storage solutions, as well as cybersecurity and data backup and recovery. By sharing the risk with Forward Edge, you can save time and resources while ensuring that your technology is always up-to-date and running smoothly.

**"It is true that Forward Edge provides us with tech specialists who oversee our network and are extremely good at what they do, but they also work with us to better understand the impact that technology has on our students' academic and social growth and they provide the needed training and solutions to help us become more effective educators."**

Deer Park Community City Schools

# Share the Risk for the Reliability & Stability of Your Network

## HOW Our Partner Managed Services Works

Server got hit by lightning



We were alerted immediately! We were able to work with the manufacturer to get replacements and they were back up the next day running properly

The storage array began to malfunction due to an unknown firmware bug; we saw issues with performance and possible data corruption on a holiday



We had two engineers on-site for over 24 hours to work with the manufacturer to resolve the issues and make sure there were no lingering effects for school after break

Broken fiber on a weekend, ISP never notified district



Our staff was on-site within 2 hours to help coordinate the repair

A piece of infrastructure is affected by a high risk cybersecurity incident



Forward Edge works with you to deploy and test manufacturer remediations

## WHY We're Different

**100%**

of our customers said they would recommend us to another district

20 customers with

**12+ years**

of working together

**99.67%**

Average Uptime last year



## COUNT ON US...

To work with you to improve district technology processes & planning for the future! Through transparency and collaboration, we provide regular Managed Services Reviews to stay aligned on goals, budgets, forecasting, and provide insight into your district's technology.

All of the people I have worked with are great...They always do a great job for me. [They] are very thorough when helping with the managed switches....very knowledgeable.

Williamsburg City Schools

It is a comfort to know that professional skilled engineers that know our facility and our infrastructure are only a phone call away. No matter how big or small the project, they have never disappointed.

Warren County Career Center