Over the years, Column Technologies has provided their Managed Services customers with remote administration and support solutions, keeping their environments stable and ensuring that all business needs are met.

Through the Managed Services offering, your IT resources can focus on core business needs while Column keeps the systems running optimally, as well as assists in implementing the necessary data and code to meet those needs.

**Global**

Our Managed Services resources are spread across the globe, to ensure that we always are able to provide support and administration capabilities during all hours of the day.

**24 x 7**

Column’s Global Support Desk (GSD) is staffed around the clock with support professionals ready to assist you.

**Skilled Professionals**

Our engineers have been working with the BMC Remedy toolkit and applications in support, development, and implementation roles, for an average of 7+ years each.

**Reliable**

We provide customers the best-in-class customer service and a safe infrastructure 24/7.

**Proactive**

The Managed Services team at Column monitors your systems remotely and often is working on an issue before you know it is there! We strive to keep your services available at all times.

**Key Benefits**

- Global 24x7 Support and Administration
- Highly skilled professionals
- Proactive support through monitoring solutions
- Remote Administration and Enhancement services

Contact Column Customer Support

Email: CustomerSupport@columnit.com
Phone: 888.500.7840
Live Chat via Website
Service Offerings

At Column Technologies, we understand that your application environments are specialized and require expertise in planning, implementation, and management.

We offer a full suite of Managed Services:

- **Monitoring** – Column monitors the application processes, disk space, CPU utilization and any other components needed to ensure optimal speed and performance.

- **Application Data Administration Management** – Column assists with adding, deleting, and updating BMC Remedy Application administration and configuration data.

- **Service Continuity Management** – Column will perform a set of agreed upon and documented disaster recovery and revert tasks that can be executed remotely to restore application services to your user community.

- **Service Delivery Review** - Column provides the necessary reporting services so that you can monitor and measure the contracted services delivered by Column’s Managed Services.

- **Remote Application Enhancements Service** – Our Managed Services engineers can update your workflow, system and data configurations, and/or look and feel of your systems to support your business needs.

- **System and Application Maintenance Management** – Managed Services provides an inclusive patch management service to ensure that your systems current and stable.

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About Column Technologies
Established in 1998, Column Technologies is a global technology, management consulting, and services company with proven success across the public and private sectors. Headquartered in the United States, Column has offices in Australia, India, and the United Kingdom, as well as a global partner network.

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