CONTACT US

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OUR
MANAGED
SERVICES

OUR OFFER

With its Managed Services pole, TMI offers you the possibility to entirely or partially outsource the management and operation of your IT in order to refocus on YOUR core business.

As an IT service provider, we put at the disposal of our clients a highly qualified support team, certified on the latest technologies, operating REMOTELY from our facilities in TUNIS and SFAX. We offer a range of services to meet the specific needs of your infrastructure.

THE ADVANTAGES

With the introduction of new IT strategies and new business needs, constraints and requirements that companies are facing, IT outsourcing approaches are on the rise and offer clear benefits in terms of optimization and overall performance:

- Cost control
- Use of innovative technologies
- Agility

OUR RESOURCES

- **Specialized service center**
  More than 10 expert engineers at your service
- **24/7 supervision**
  Our experts are always prepared to take action
- **Secure VPN Connexion**
  Secure communications and data exchange
- **Control Room**
  Specialized area for the supervision and monitoring of your networks

REMOTE MONITORING

Our state of the art Pandora monitoring system provides our customers with a broad overview of the health, processes and performance of their servers.
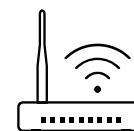
SERVICE DESK

Our Service Desk offer, allows us to deliver a Single Point of Contact dedicated to our customers as well as an end-to-end ticketing platform for incidents.
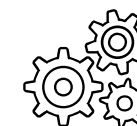
BACKUP MANAGEMENT

Ensuring the integrity of their data is one of our clients' main priorities. Through its Backup Management service, TMI commits to a daily monitoring of your backups and restorations.

NETWORK SUPERVISION

Our Network Supervision offer allows our clients to be notified in real time of the slightest malfunction of their network infrastructures. Our experts constantly ensure a reactive monitoring from our control room in order to measure your performance and prevent any potential attacks.

PROVISIONING

Through this comprehensive offer, our experts ensure the management of all our customers' applications to maximize their efficiency and optimize their resources.