



## Building IT Infrastructure that Helps Businesses Achieve Outcomes

### Is Modernization helping you achieve your business outcomes?

Organizations looking to modernize their IT infrastructure frequently need assistance building an effective IT infrastructure that combines a mix of new and old technology. Mission-critical legacy applications often need to be maintained, while aging technology needs to be modernized to stay competitive. Cover-All's team of IT experts will get to know your business objectives and evaluate the best mix of technology, including Cloud, Mainframe, and Servers, to help you design and manage an IT infrastructure that will help achieve your desired outcomes.

**COVERALL**  
Managed Cloud and IT Services



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# Competitive Agility is at the Core of Your Success

To compete effectively, businesses must be agile enough to meet consumer demand and keep pace with the competitive landscape. Organizations increasingly manage IT infrastructure projects to achieve desired outcomes – clearly defined end goals designed to achieve a specific, measurable result. Although outcomes are unique to each organization, one universal characteristic is that technological innovation and modernization can help organizations meet these expectations.

## Improve Customer Experience

The most successful businesses have one thing in common, they offer exceptional customer experiences (CX). Technology has become pivotal in achieving higher levels of CX. In order to achieve desired outcomes, IT transformations must factor in all stakeholders while ensuring the end users are the primary focus. Application-driven CX can give your business a competitive edge; yet, if the infrastructure designed to support that application limits response times, for example, you will not achieve your desired outcome.

Updating your IT infrastructure to take advantage of leading-edge innovation can enhance your CX while improving security, regulatory compliance, and productivity. However, major technology initiatives, like implementing new enterprise systems, can disrupt an organization without strategic technology roadmap planning. Cover-All works with clients to develop strategic technology roadmaps that meet unique business needs. Ask us about our “Guide to Maximizing your Technology Investments.”

- ✓ Deliver a seamless user experience by building an IT infrastructure that combines mission-critical legacy applications with modernized technology to meet consumer expectations.
- ✓ Achieve strong customer relationships with a technology infrastructure that enables you to respond quickly and more effectively to customer needs while keeping pace with industry and market demands.

## Grow your business

Is your IT infrastructure helping you to stay on track with your objectives, or is it consuming so much of your time that it is hard for you to focus on what really matters – growing your business? Let us help you build and maintain your IT infrastructure so you can get back to your core business.

## Reduce Service Delivery Costs

If you are like most businesses, you need to control costs to stay competitive. Let us help you build efficiencies through IT systems performance and capacity planning to help you achieve your growth objectives while making the best use of your IT capital and operating expenses.

## Maintain Security and Compliance Standards

A proactive approach to cyber security is essential in locating and identifying your system's potential vulnerabilities before hackers can exploit them. Cover-All offers Cyber Security services and technology solutions, with our Cyber Security Operations Centre (CSOC), to help you maintain security and regulatory compliance. Our threat intelligence specialists are ready to help your business identify risks and maintain security and compliance standards.

Cover-All also helps ensure business resiliency with disaster recovery plans that keep you operational in the event of a disruption. Cover-All has decades of experience developing, testing, executing, and auditing backup and recovery plans for our clients.



# We're here for all of your Managed Cloud and IT Service needs.

## A team of experts working for you

Cover-All has been helping organizations manage, support, and modernize their IT infrastructure and meet their business outcomes for over 25 years.

- ✓ Keep your systems secure with experts who can advise you on the best options for your unique business needs.
- ✓ Improve data protection capabilities such as backup, archiving, and vaulting to your remote systems or our SOC 2 Type II audited Data Centre in Markham, Ontario.
- ✓ Enable speedy integration of new technologies to take advantage of business opportunities and cost savings.
- ✓ Free your internal resources to work on priority projects while we manage, maintain, and support your IT infrastructure.



## The Cloud: IT Infrastructure Engineered for Agility

The Cloud can help you achieve superior customer experiences, enable you to respond to business demands and modernize apps faster, drive cost efficiencies, transform your business model for growth, and lower application development costs, all with improved control and visibility, security, and regulatory compliance.

Our partnership with IBM Cloud® gives you the best of both worlds - access to IBM Cloud specialized technologies, accompanied by the personalized Managed Services that Cover-All is known for. Our Managed Cloud Services team will work closely with your business to fill internal expertise gaps, offering you the best in Cloud technology with superior support to achieve your business outcomes.

## The Server: IT Infrastructure Engineered for Control & Security

Servers, including Power Systems, IBM i and AIX, are powerhouses that can help to modernize your IT infrastructure. Certain mission-critical workloads are best managed by servers you own. They enable you to upload and download faster and offer complete control over the system setup and backups to meet your specific needs. Modern servers give you the power to respond to business demands faster, protect data from core to Cloud, streamline automation, and maximize availability and reliability.

Cover-All helps clients efficiently and securely modernize their on-premises infrastructure by moving to IBM's POWER Servers, enabling them to extend their infrastructure and accelerate the deployment of new workloads.

## The Mainframe: IT Infrastructure Engineered for Big Data & Security

The Mainframe is the powerhouse of mission-critical workloads with significant performance and security requirements. For organizations that utilize Mainframe computers, their business outcomes are firmly dependent on their successful operation. Mainframes can integrate with Cloud applications giving companies unprecedented flexibility when delivering exceptional and seamless customer experiences. Offering unmatched security and compliance standards, upgrading to the IBM z Mainframe offers the ability to decrease capital, operating and labour costs. You can also reduce infrastructure costs by outsourcing to Cover-All's purpose-built Data Centre.

With over 25 years experience, Cover-All's team of Mainframe and IT experts are committed to helping clients achieve their outcomes by building the optimal IT infrastructure to meet their goals. If you are looking for a Managed Services Provider to help you enhance your IT infrastructure to meet your organization's outcome objectives, visit our website to learn more >

<https://msp.cover-all.ca/business-outcomes/>



Give Cover-All's team of IT experts a call today!

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