

Account Operations Management (AOM)

Dedicated service, account, and project management

Your IT infrastructure is critical to your business, and it's vital that your team can operate it as smoothly and as efficiently as possible.

Cyxtera Account Operations Management (AOM) is a force multiplier for your operations team, giving you dedicated personnel who work on your behalf to proactively support, manage, and monitor services within your data center environment.

From daily operational support to full-scope project management, AOM takes on the full gamut of service management and administrative tasks, letting your team focus its time and resources on core responsibilities. With regular check-ins and a dedicated contact, you get constant access and visibility into your data center environment.

Expand control of your data center with dedicated operations management

AOM simplifies your data center operations, accelerates your time to solution, and empowers your team to make better decisions through proactive management, issue resolution, and regular data reporting and analytics.



Benefits



A dedicated advocate

With access to a single, knowledgeable contact who knows you and your account, it's easier than ever to get answers and accomplish your goals.



Accelerated solutions

Arrive at solutions faster and reduce overhead with proactive management and direct escalation support.



Flexible resourcing

Choose the services you need, with options to expand support as needed.



Data-driven decisions

With access to a single, knowledgeable contact who knows you and your account, it's easier than ever to get answers and accomplish your goals.



Simplified projects

Complete complex projects quickly without spending excessive time or resources on project initiation, planning, execution, or control.

Service plans to fit every team

Choose from a range of plans and a la carte services to simplify daily account management, improve data visibility, accelerate project management, and more.

Account Management Services

Improve the visibility and efficiency of ongoing operations with daily support, data analytics, escalation, and issue management. **Available as part of a package or a la carte.**

Daily operational support

- Escalation management
- Proactive order management
- Migration management into or out of the DC

A la carte service options

- Monthly metrics
- Quarterly metrics
- Dedicated 24x7 incident management
- Shipping management
- Contact and access management

Project Management

Simplify strategic initiatives with support for the initiation, planning, execution, and control of end-to-end project plans. **Available as a standalone service for any plan.**

End-to-end project management

- Single point of contact for escalation, incident, and problem resolution
- Dedicated project management headcount during the project

Project plan creation and implementation

- Full discovery process to uncover requirements and specifications
- Planning for hardware placement, port assignment, connectivity, and more
- Coordination of resourcing, logistics, access, and scheduling
- Regular calls and constant access to ensure control
- Risk management reporting

Plans

Account management services are available in pre-configured packages, or a la carte. **Project Management may be purchased as a stand-alone item or in addition to a package.** A fixed monthly rate applies to all AOM services.



Bronze

Daily operational support



Silver

Daily operational support + 2 a la carte services



Gold

Daily operational support + 3 a la carte services



Platinum

Daily operational support + all 5 a la carte services

Experience the data center on-demand by calling us at [1-855-699-8372](tel:1-855-699-8372) or shooting us a note at Sales@Cyxtera.com