



Gladiator Managed IT Services™

Powerful Monitoring of Your Critical Information Technology Infrastructure

new technologies can make IT management complex and challenging

In today's changing IT environment, your technical staff can often be spread too thin with the day-to-day responsibilities involved in managing your infrastructure. Businesses are frequently challenged in keeping pace with rapid advancements in technology. Newer technologies make IT management much more complex and require additional resources to effectively manage and support today's mission-critical IT infrastructure.

Do you feel confident your IT environment is currently being managed and maintained effectively by highly trained staff, while staying compliant with ever-changing IT regulatory expectations?

reduce the burden of managing your IT infrastructure

With Gladiator Managed IT Services (MITS) from Jack Henry™, you can concentrate on the core of your business instead of investing cash and resources to build and maintain a high-performance network infrastructure. The end result is that your existing IT resources are empowered to focus on strategic initiatives that will drive better efficiencies and more effectively align technology solutions with business objectives, so you can optimize growth and profitability.



Gladiator Managed IT Services allows you to concentrate on the core of your business instead of investing cash and resources to build and maintain a high-performance network infrastructure.

Let our team of highly skilled engineers relieve you of the burden of managing, maintaining, and optimizing today's sophisticated, integrated multi-vendor and multi-platform environments. With MITS, you gain peace of mind that your IT environment is being managed and maintained effectively by highly trained staff, while at the same time keeping you in compliance with ever-changing IT regulations.

get monitoring and reporting on critical components and the health of your IT infrastructure

Gladiator MITS will monitor and report on critical components that include physical and virtual environments as well as common applications and networking infrastructure equipment like routers, switches, and unified communication systems. MITS also provides access to near-real-time dashboards that display the current health of your IT infrastructure. These dashboards offer the ability to drill down into more detailed statistics of your environment. This ultimately gives your team the ability to pull customized reports as well as identify and correct negative trends within your organization.

The service includes:

- Windows OS and application patching, analysis, and testing.
- Select third-party application patching, analysis, and testing.
- System health monitoring, reporting, and remediation (including disk/volume usage, processor/memory utilization, and replication).
- Firmware updates.
- Malware cleanup/removal.
- Quarterly system review to discuss trends and general system health information (HNS and Platinum tiers only).
- Managed Service Review – Periodic reviews with your account manager to ensure your needs are being met.
- Annual system recovery testing (on-premises MITS clients only).



Our staff of highly trained engineers will proactively identify issues as they arise and resolve them before they negatively impact your environment.

In addition, MITS will monitor and report on other Jack Henry application-specific items such as 4|sight™ and Synergy. Our staff of highly trained engineers will proactively identify issues as they arise and resolve them before they negatively impact your environment.

The service targets the most critical components of your network. Minor issues within your infrastructure can often be the first signs of much larger setbacks or potential problems that need to be addressed before there are negative impacts to the business. Our mission is to recognize these issues before they become major concerns and address them before they can impact your business or your account holders.

MITS can be tailored to your specific needs

We've created tailored technology packages which include valuable components like storage devices, VMware infrastructure, Windows® servers, routers, switches, unified communications, bandwidth, and select third-party applications such as Microsoft® SQL Server®. MITS services will also address key functions like monitoring and patching of Windows servers, health checks, and on-premises firmware updates to SAN and LAN equipment like storage devices, switches, and routers. Clients will also receive an added benefit via assistance with annual system recovery testing and process documentation.

optional Service Desk module

Gladiator's Service Desk provides valuable end-user support services, using experienced engineers who can assist your staff with workstation and end-user support. Service Desk provides a single point of contact for users to gain assistance in troubleshooting, have questions answered, and solve problems as they arise. Service Desk experts are responsible for first-level problem determination, incident recording, resolution, and issue escalation for network and Jack Henry applications. These support services include technical assistance related to client systems, PC desktops, thin clients, desktop application software, and peripheral hardware devices. Service Desk is bundled with our workstation endpoint security and patching services as well.



MITS Ultra helps you get maximum benefit from your applications. Technicians for the program know everything needed to integrate and support a Jack Henry product across your extended network.

MITS Ultra for Jack Henry applications

For those clients requiring software management and oversight for Jack Henry applications that goes beyond our usual MITS service, we have MITS Ultra. This is our most comprehensive IT service package, and it's designed to complement your existing MITS service with additional management, coordination, and oversight for all Jack Henry applications running in your environment. MITS Ultra helps you get maximum benefit from your applications.

Technicians for the program know everything needed to integrate and support a Jack Henry product across your extended network. They have unique insight into bank and credit union systems, security, and connectivity challenges. And if needed, team members have direct access to all Jack Henry internal development groups for issue resolution.

MITS SQL Management Services

The MITS SQL service is designed for those clients struggling to manage their Jack Henry application SQL instances. This service will help you maintain, monitor, plan, and secure your SQL environment for all your Jack Henry applications. This brings the best components of MITS HNS/Platinum services to your SQL environment. It includes preeminent services like performance reviews, industry leading monitoring, remediation plans, and patch management services.

connecting possibilities

[Learn more](#) about our infrastructure solutions.

For more information about Jack Henry, visit jackhenry.com.