



Helping Businesses to
Leverage the Power of
Managed Services

Customer Profile

Country or Region:

New Jersey, North Carolina,
Florida, Texas, California,
Maryland

Industry: News

This company is a leading news aggregation service that has successfully provided satisfied customers with customized news and content for more than two decades. A leading provider of compelling and useful electronic real-time news and content, the company has developed the methods and technology to meet constantly shifting demands of publishers and clients. With this firm, you'll get precisely the news and information you need—from many, varied high quality publishers—without any need to negotiate multiple contracts, formats, and integrations. With News Network, Inc., it's one contract, one consistent format, one integration plus the quality, licensed content that's at the core of our business.

MetaOption LLC helps business organizations with highly flexible and scalable managed services, which are capable enough to offer additional value with the increasing needs and capacity.

A leading news aggregation service that has successfully provided satisfied customers with customized news and content for more than two decades was looking for managed services to help their clients with better communications. Being a leading provider of compelling and useful electronic real-time news and content, this firm required the methods and technology to meet constantly shifting demands of publishers and clients.

Over the past couple of years, we've experienced significant growth in our business and expect this trend to continue. It was very clear that we needed to make a change. We needed more than just an IT service provider – we needed a robust IT partner who provides Managed Services. From day one, MetaOption has delivered both tactical and strategic managed services. From migrating our email to a new platform, to managing our server and desktop needs on a daily basis, they're dependable, efficient, and very responsive to our service requests. They provide clear and concise information on their delivery plans, on requirements, and on any other items they may have a dependency on for their delivery. They are true partners.

Chief Executive Officer

Business Needs:-

The main business need of this leading news aggregation service company was managed services so that they can offer fast, reliable and easy-to-use services. In other words, they were seeking a streamlined approach

- To provide resolution of client issues in real-time
- To provide answers of end users on their queries
- To look after the database
- To enhance the brand image and reputation of the company

Hence the news company contacted MetaOption LLC to discuss the challenges faced by them. MetaOption LLC assessed the requirement of news aggregation service company and after doing the assessment of what they require in the new system to handle their real time communication system, experts offered the proper solution.

Solution:-

MetaOption LLC offered managed services to this leading news aggregation service company which allowed the company's support team to collaborate with each other and deliver better customer support services to its clients. The key elements of the services provided by MetaOption include:

Enterprise Service desk management:

MetaOption is committed to helping the customers with their online communications needs. We strive to make our service fast, reliable and easy-to-use. We provide solutions to the client's end user on their queries and also communicate with their end users via phone, chat, Tickets and e-mail for their satisfaction.

Server/Application Monitoring services and Technical support:

We provide 24x7x365 service desk management to their business clients that will alert you to any issues through constant analysis, and we can even predict some performance drawbacks, giving you the chance to prevent any issues. We also made an analysis of client applications for statistical research, enabling their customers to make informed decisions about their internal infrastructure. Our experts provide the highest quality for customer service to support their business to provide greater efficiency and consistency through standardization of business process. Our monitoring Service reinforces their customers' confidence and trust in the quality service we provide.

Customer service evaluations and analysis:

We allow our clients to see how their business appears through the eyes of their customers. We act as a catalyst for our clients by providing valuable information that will help them to meet their strategic customer service / customer relations objectives. Our data and analysis provides you with insight into customer problems so you always provide the right information to your customers. We provide query, analysis report to our client explain plan and performance issues. Beside this, we provide the documentation to our clients for their business flow. We utilize monitoring and alert systems to view in real-time the status of our customers IT services.

Database Maintenance: (Minor)

We also look into the client's Database whenever needed. If you have global customers, you need that database healthy every single day. We provide the business-critical database monitoring service available in real time, updated efficiently and effectively to meet the ever-changing business needs.

Benefits:-

The use of these Managed Services offered by MetaOption has given leading news aggregation a more streamlined approach to get real-time analytics of customer resolution. Few of the more benefits are mentioned below:-

Flexible Services

MetaOption Managed IT Services provided extremely flexible; a pay-as-you-go payment plan and a cost saving way.

Converged Services

MetaOption LLC offered Multiple Managed IT Services over a single to this leading news aggregation service company which resulted in cost-savings on infrastructure

Expertise

MetaOption managed services helped the firm to gain access to staff with specialist skills.

Centralization

With a managed network by MetaOption, this firm got the benefit to centralize all applications and servers within managed data centers, which leads to improved performance of staff, regardless of location.

Why MetaOption?

MetaOption LLC holds 10+ years of experience in providing 'end-to-end' IT Development Services to leading business enterprises and organizations, coming from diverse business verticals, all across the globe. Our Managed Services provide comprehensive round-the-clock backup & recovery management and monitoring of your database, which empowers businesses to focus on their priorities and have a secured and managed database server.

Highly Flexible and Scalable Solutions

We offer highly flexible and scalable solutions and services, which are capable enough to offer additional value with the increasing needs and capacity.

Operational Excellence

We provide round-the-clock management and monitoring your backup and recovery operations, by expert data protection professionals.

Troubleshoot Plans

We have developed highly advanced troubleshoot plans, which would help in recovering confidential and important business data at the time of any disaster.