



Managed. Customized to Your Enterprise Needs.

At Opus Interactive, our Managed Services deliver end-to-end, white-glove IT management tailored precisely to your environment—whether you're optimizing a single system or orchestrating your entire hybrid/multi-cloud ecosystem. Our expert engineers handle everything from initial provisioning and data migration to ongoing monitoring, patching, optimization, incident response, security hardening, disaster recovery planning, and process development—so you can focus on driving core business growth with confidence.

BUSINESS ADVANTAGES

- Lower costs: No need to purchase hardware or software, and pay only for the service you use.
- No maintenance: Opus' team of expert cloud professionals take care of patching, management, support, and ongoing maintenance.
- Reduced IT operational costs: Opus's engineers are managing and maintaining the underlying infrastructure.
- Customization: Solutions built are based on your enterprise's unique requirements for performance, security, and compliance.



Proven Reliability & Personal Touch: 29+ Years Strong

With 29+ years of trusted service since 1996, Opus Interactive delivers white-glove support that's personal, proactive, and deeply invested in your success. Our US-based engineers provide 24/7/365 access, 15-minute critical response times, 100% uptime SLAs, and a 9.4 NPS rating—no added fees, just genuine care. This relationship-driven expertise ensures every interaction delivers peace of mind, seamless operations, and lasting growth—because your success is our success.



Comprehensive Coverage

We customize fully managed IT support across your ecosystem—from design through continuous optimization. Our US-based experts operate from net-zero data centers, ensuring compliance, sustainability, and 100% uptime SLA.

Key areas include:

Provisioning, Installation, & Configuration

Initial provisioning, upgrades, migrations, and seamless ongoing configuration management.

Architecture & Design

Environment, infrastructure, resources, network, and security design to meet defined compliance requirements.

Management of Access, Servers, Services, Data, & Storage

- Access control
- Web, database, mail applications, and database services.
- Primary storage, block storage, object storage, file storage.
- Containers/K8s

Application Management (OS & Infrastructure Level)

Full maintenance including upgrades, updates, release planning, and patching to keep systems current and secure.

Security

Built-in protection, vulnerability management, and compliance-ready safeguards.

Monitoring

24/7 availability monitoring (up/down status of resources and devices); performance metrics tracking; single-pane observability with predictive analytics.

Hosting

Managed hosting for VMware Cloud, AWS & Azure integrations, dedicated IaaS, and more.

Server Migration

Efficient moves to virtual, private, or public cloud environments.

Provisioning, Installation, & Configuration

Initial provisioning, upgrades, migrations, and seamless ongoing configuration management.

Recurring Reviews & Reports / Executive Reporting

Regular environment and security reviews; recommendations with past decision tracking; customized executive reports to drive continuous improvement.

Cost Control

Predictable cost structure with flexible, transparent service models; ongoing optimization to increase efficiencies, reduce onsite hardware/maintenance costs, and eliminate hidden fees (no egress, API, or service charges).

Data Migration

Seamless transitions to cloud, colocation, or hybrid setups with minimal downtime.

Disaster Recovery and Planning

Customized DRaaS with flexible RTO/RPO, backups, and tested recovery strategies.

Incident Response

24/7 proactive monitoring and rapid resolution with 15-minute response times for critical issues.

Networking

Infrastructure and server networking; multi-region connectivity; circuits and private lines to remote sites; cross-connects to colocation resources; public cloud interconnects.



WHITE GLOVE SUPPORT

- 100% uptime guarantees
- Opus Interactive Infrastructure, Datacenter, and Network SLA
- 15-Minute Response Time
- 24/7/365 phone and live access to engineer support
- NPS 9.42
- 95.6% CSAT

ABOUT OPUS INTERACTIVE

Since 1996, Opus Interactive has provided tailored cloud, colocation, and AI-ready infrastructure solutions that help customers control costs and optimize resources from secure Tier III+ data centers in Oregon, Texas, and Northern Virginia.

With over 29 years of reliability, our solutions consistently meet strict compliance standards, including PCI-DSS, HIPAA, ISO 27001, and SSAE 18 Type II SOC 2, ensuring secure and auditable operations for enterprises.

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