MNJ Software is a leader in comprehensive IT managed services providing Next Generation Digital Workplace and Infrastructure Management solutions to large and mid-market enterprises as well as the government sector. MNJ Software builds, integrates and supports the next wave of operational transformation providing a true client relationship creating an enhanced digital experience.

## WHY MNJ SOFTWARE?

Our success is built on our strong client relationships. At MNJ Software we believe that any client engagement needs to start with a collaborative dialogue to be successful. That is why we ensure the right discussions and due diligence with our clients to enable tailored solutions for digital transformation. We work on custom plans to develop future-state requirements and evaluate the short- and long-term impact on your business. By jointly defining our partnership we can ensure operational excellence and true quality of service for your business.

## DIGITAL WORKPLACE SERVICES

In today's digital workplace, the requirements on the Service Desk have never been more complex, diverse, and demanding. Digital disruption has rendered the traditional service desk obsolete. MNJ Software services and solutions are designed to enable the Digital Generation, one that is mobile, self-reliant, and desires choices in real-time service support. We are known for our expertise in Enterprise Service Management and Delivery Automation that allows us to drive efficiencies through the use of best practices applied to your enterprise.

**24x7x Service Desk**
**Workstation Engineering**
**Technology Lifecycle Services**
**Infrastructure Managed Services**

**Global Deskside Services & Support**
**Enterprise Mobility Management**
**IT Service Management**
**IT Asset Management**

## IT SERVICE MANAGEMENT & DELIVERY AUTOMATION

MNJ Software drives our Enterprise IT Service Management and delivery automation services with ServiceNow and best of breed solutions. The cutting-edge ServiceNow IT platform is fast becoming the industry leading standard for an enterprise-wide system of action that enhances IT service visibility. Through our dynamic partnership with ServiceNow, MNJ Software is a leader in producing highly desirable core services that focus on quality, automation and efficiencies that enable the digital generation to transform business.

Our singular focus is to make our clients better, by continuously improving processes and efficiencies, staying out in front of industry trends and driving down your cost without reducing value.

## INFRASTRUCTURE MANAGED SERVICES

Through our main Global Command Center located at IN headquarters, our dedicated Network Operations Center (NOC), enables us to manage your global IT resources and Data Center Operations 24x7x365. Our solutions will help maximize the resiliency and reliability of your facilities, computing assets and storage networks. Our proactive approach to Data Center performance management encompasses multi-tier support, with true incident and problem management, combined with collaborative governance for continuous process improvements.

**REMOTE INFRASTRUCTURE MANAGEMENT**
**DATA CENTER OPERATIONS**
**NETWORK SERVICES**
**CLOUD MANAGEMENT**
**CYBERSECURITY**
**IT INFRASTRUCTURE PROJECTS**

## SERVICE EXCELLENCE & ANALYTICS

All of our managed services include a strategic value add that focuses on proactive and predictive services built from continuous service improvement practices combined with analytical analysis that drives down incidents and increases the quality and productivity of service ultimately providing the user with the best possible digital experience.

## VERTICAL INDUSTRY EXPERTISE

**MANUFACTURING**
**HEALTHCARE**
**FINANCIAL SERVICES**
**COMMERCIAL**
**EDUCATION**
**GOVERNMENT**

MNJ Software brings a deep knowledge base and ability to apply best practices across multiple vertical markets. Each industry has key opportunities, challenges and requirements that make it necessary for us to differentiate and customize elements of our service offerings, providing the outcome that meets your specific industry needs.

## RECOGNITION

YKP Systems approaches digital workplace through a broad set of persona-based service and support models. Focus is placed on delivery of hardware and software via an integrated application and information platform for more seamless user experiences. Some client references praise YKP Systems for its dedication to customer satisfaction, relationship management and responsiveness, and its positive attitude in dealing with any client request.

YKP Systems continues to come to market with a clearly differentiated approach to delivering services as an MSP in the cloud era. It is offering its target market capabilities that they do not currently have easy access to in a way that makes sense to the way they operate.

— 451 Research
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