

Digital

Presidio Managed Services for Resonate

THE CHALLENGE

As media organizations bring AI-enabled content platforms into production, operating them at scale introduces greater complexity and risk. Real-time workflows rely on the performance of ingestion, metadata, search, and distribution systems—where even small disruptions can delay delivery and impact downstream operations. Many organizations lack the visibility and discipline to manage these environments effectively, leading to delays, higher costs, and reduced confidence in platform reliability.

THE SOLUTION

Presidio Managed Services for Resonate is a 24x7 managed service designed to keep media workflows running reliably, efficiently, and at scale. Rather than treating support as reactive troubleshooting, Presidio delivers proactive monitoring, structured incident management, and continuous optimization across the entire media workflow stack.

By combining deep knowledge of media operations with AWS-aligned cloud expertise, Presidio ensures that infrastructure, pipelines, and AI-driven workflows are continuously monitored, supported, and improved—so organizations can focus on content, not platform stability.

Key capabilities include:

- ◆ **24x7 Monitoring & Observability:** Maintain continuous visibility across infrastructure, pipelines, and services to detect issues early.
- ◆ **Incident Response & Resolution:** Rapid triage, root cause analysis, and remediation before issues impact operations.
- ◆ **Pipeline & Workflow Management:** Monitor ingestion, metadata, and processing workflows to ensure consistent performance.
- ◆ **Security & Resilience Support:** Maintain secure environments with recovery readiness and continuity planning.
- ◆ **Operational Runbooks & Governance:** Standardized processes, SLAs, and reporting for consistent execution.
- ◆ **Continuous Optimization:** Ongoing tuning of performance, reliability, and cost efficiency across the platform.

OUR APPROACH

Presidio delivers Managed Services for Resonate through an always-on operating model built for real-time media environments, ensuring continuous performance, visibility, and reliability at scale. We enable early issue detection, reduce operational risk, and maintain confidence in platform performance as environments evolve.

KEY BENEFITS

- ◆ **Continuous Reliability:** Ensure media workflows run consistently with minimal disruption.
- ◆ **Faster Issue Resolution:** Identify and resolve issues before they impact production timelines.
- ◆ **Reduced Operational Risk:** Improve stability, security, and resilience across platforms.
- ◆ **Lower Support Burden:** Reduce the need for large internal operations teams.
- ◆ **Improved Performance & Efficiency:** Continuously optimize pipelines, infrastructure, and workflows.
- ◆ **Scalable Operations Model:** Support growing content volumes and complexity with confidence.

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WHAT MAKES US DIFFERENT

Presidio approaches managed services as an extension of your media operations—not just a support function. We combine platform expertise, operational rigor, and deep understanding of media workflows to ensure systems perform reliably in real-world conditions. Our focus is on maintaining performance, preventing disruption, and continuously improving how media platforms operate at scale.

How Presidio Managed Services for Resonate stands apart:

- ◆ **Operate the Full Media Workflow Stack:** Support extends beyond infrastructure to pipelines, metadata, and workflows.
- ◆ **AWS-Aligned Expertise:** Deep experience across cloud, data, AI, and media systems.
- ◆ **Proactive, Not Reactive:** Continuous monitoring and optimization—not just post-issue response.
- ◆ **Structured Operating Model:** Runbooks, SLAs, and governance ensure consistency and accountability.
- ◆ **Built for Production Environments:** Designed for real-time media operations, not generic IT support.

WHY PRESIDIO

Presidio is here to guide your business transformation journey by helping you carefully navigate the fast-changing tech landscape. As the bridge between where you've been with foundational IT, and where you're going with modern AI and cloud services, we measure success with you on the terms you define. We strive to build lifetime relationships with each of our customers, and we do so by being fearless, fast, flexible, and compassionate. It's our mission to earn your trust and deliver innovative, high-quality outcomes at speeds once thought not possible, so you can achieve your business goals faster.

Presidio Delivers More than Technology, We Solve Media Operations End-to-End

Presidio brings deep industry expertise and a consultative approach — from initial assessment and workflow design through modernization, integration, and migration. Leveraging AWS and a rich partner ecosystem, Presidio develops, deploys, and operates solutions that simplify complexity and scale with the speed and demands of modern newsroom and sports media operations. With full lifecycle capabilities — including development, integration, and 24×7 managed services — Presidio ensures operations are continuously optimized for speed, reliability, and measurable monetization impact.

Contact Presidio today:
www.presidio.com/contact-us/