



Your business IT made simple

Dependable IT for your business. Your time is precious. You have more important issues to deal with than your computer network. It is, however, a critical enabler to your business and in need of attention to ensure it's running predictably, optimally and securely. Our fully managed program is the ideal solution for an organization like yours, an organization that demands the utmost in network reliability and quality service.



"ITS genuinely care about our business. I wish we had switched sooner."

Total IT support and management for a fixed monthly price – it's that simple. We provide all of the benefits of an internal IT department for a fraction of the price of staffing one yourself. We reduce the business impact of IT failures by minimizing their occurrence, and any unforeseen issues are dealt with as a top priority. All aspects of your network are covered: security, data protection applications and hardware.

When you outsource the management of your important IT resources to us, we look upon this as a partnership. Our comprehensive and professional approach means we **are** your IT department. By optimizing your network's performance, it will work at the peak efficiency and reliability levels that your business demands, allowing you to focus on running your business, not your network. Security, networking, data protection and user support - we handle it all for a single, predictable price.

Do these issues plague your business?

- **Downtime impact?** Are IT outages distracting your staff from their core focus, or prohibiting them from working efficiently?
- **Wasting time and money?** Is managing your IT taking up too much of your time? Do you feel your IT budget is out of control?
- **IT fit for your business?** Does your IT do what you want when you want?

Program Advantages:

- **Lets you focus on your business:** We are your networking watchdog, enabling you to focus on your core business activities instead of managing a network or its problems.
- **Reduced business impact from IT failures:** Combining preventative maintenance and remote monitoring means we minimize failures that could impact your business. Your network behaves in a stable and reliable manner.
- **A single monthly price for superior network care:** No more guessing what IT support will cost. Receive guaranteed predictability of your IT support costs and avoid high emergency fees. One monthly fee covers all support.



Program Features:

- 24x7 Performance Monitoring** ensures all of the critical network devices that comprise your small business network are healthy and functioning reliably and optimally.
- Unlimited Helpdesk Services** assist your employees with any technology problems or questions that they have, and remotely resolve PC performance issues they may be experiencing.
- Management of Your Backup Solution** protects you from data damage or loss. We monitor, manage and test your custom data backup plan, as well as re-evaluate the plan to verify it is optimized.
- Unlimited Maintenance and Emergency Support** ensures the utmost in network stability and reliability. Your single monthly price covers all network, server and PC support.
- IT Procurement Assistance** helps you to make optimal technology purchasing choices that fit best with your organization's needs.
- Email Content Filtering** proactively blocks SPAM email, reducing the amount of time your employees spend reading and deleting unwanted and unsolicited email.

Standard Features	Description
Complete Monitoring	In-depth health performance monitoring of all elements of your business' IT assets
Unlimited User Helpdesk	Unlimited helpdesk services for PC users, included in your monthly fee
Complete Security	User and server policies. Anti-virus and intrusion measures. Firewall management.
Complete Backup	A managed backup and recovery plan to ensure your data is properly protected
Complete Maintenance	Preventative maintenance plan to cover servers, workstations and network devices
Guaranteed Onsite Response	Technicians are dispatched to your office within a guarantee window when IT support issues arise
Remote Response	Technicians work remotely on your network to resolve issues
IT Planning	Network health reports, regular IT strategy meetings and procurement assistance
Outsourced CIO	Business impact reporting, IT optimization, regular client briefing and analysis
Asset Reporting	Greater control of your IT assets through regular audits of what you have
Hosting Services	Optional hosting of your web and email services
Email & Messaging Services	Remove unwanted spam and protect against viruses. Logging of email.



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