



SERVICES OVERVIEW

Does Your Solution Provider Do All This?

FLAT RATE SERVICES

- Support and Maintain Your Entire Organization Remotely
- Unlimited Reactive Support (Email, Phone, Text)
- Remote Assistance
- Onsite Support
- State-of-the-Art Trouble Ticketing System
- Automated Escalation Process
- Parts & Labor for In Warranty Workstations & Servers

VENDOR MANAGEMENT

- Manage Vendor Relationships
- Practice Management Systems
- Phone & Internet Service Providers
- Practice Management
- Printers/Scanners
- Website Designer & Hosting Company
- Telco/VoiP
- Proprietary Software Applications and Integrations

MANAGED SERVICES

- 24x7x365 Network Monitoring
- Automated Escalation Process
- Events/Services Monitored
- Proactive & Well Maintained Services
- Firewall, Threat Management
- Next Gen Anti-Virus/Spyware Updates
- Managed Detection and Response (Security Alarm System)
- Remote Users
- Email Phishing, SPAM and Backup Protections
- Web Security
- Patch Management
- Automated Trouble-Ticket Generation
- Reports of Work Performed & Network Health

PROFESSIONAL SERVICES

- Regular Technology Business Reviews
- Technology Solution Design & Development
- Disaster Recovery Planning & Response
- Offsite Backup
- Proof of Concept Testing
- Project Management
- Onsite Implementation
- Telco/Internet Provider Audits
- "IT Standards of Care" consistent alignment
- Cyber Insurance Preparedness

LIFECYCLE MANAGEMENT

- Custom Server & Workstations
- Workstation Upgrades Planning Every 3 to 5 Years
- Network Printers, Switches & Routers
- Servers Every 5-7 Years or as Required by Application
- Parts & Labor for in Warranty Systems