



MANAGE IT



We'll manage, monitor, and troubleshoot your IT systems

Your IT systems and devices are probably spread out across branch offices, remote workstations, and the cloud, making it a challenge to manage and monitor your whole IT environment. Manage IT can help. We'll look after all your systems 24/7/365 and ensure they are running properly without any costly service interruptions.

WHY IT MATTERS

Your IT systems are complex and in constant operation. Even small changes in performance can result in downtime and a loss of revenue. At the same time, IT development and maintenance costs have exploded, making it difficult to stay competitive. Outsourcing the management of your IT infrastructure provides many benefits: It allows you to focus on what you do best; it gives your business ongoing access to state-of-the-art technology; and it delivers cost-savings and a competitive edge, without having to spend time and resources on expensive IT development.

HOW IT WORKS

A secure program – or “agent” – is installed on all devices and systems we manage on-site and in the cloud. The agent collects data and sends it out to our Network Operations Center (NOC) in a secure, encrypted manner. Our NOC team is staffed with network management experts who monitor your IT infrastructure and respond to conditions that require special attention – helping you avoid costly disruption of services. The solution is delivered remotely, but you have the option of adding onsite hours.



A FULL-SERVICE SOLUTION

Our packaged solution makes it easy for you to focus on your core business needs and leave the management of your IT environment to us. As part of our monthly fee, we'll identify and fix problems before they affect your business. Also included with Manage IT is access to an online portal, which can be used to better manage capacity and ensure you are properly budgeting and planning for your present and future IT requirements.

WHAT YOU CAN EXPECT

PROACTIVE MANAGEMENT	We guarantee proper performance of your environment through strict service level agreements.
PATCH MANAGEMENT	We'll ensure all your devices have the latest updates.
INVENTORY AND WARRANTY	We'll manage and keep track of all your systems and devices 24/7/365.
FIXED MONTHLY COST	Easily manage your budget with fixed rates for each device, server, network, or cloud service.

AVAILABLE OPTIONS

We can manage some or all of your IT environment:

- Manage IT Citrix Device
- Manage IT Cloud (Public Cloud – Tenancy)
- Manage IT Endpoint
- Manage IT Hypervisor
- Manage IT Load Balancer
- Manage IT Mac Service (AD/VPN/MS 365)
- Manage IT Router
- Manage IT Server (Physical)
- Manage IT Server (Virtual)
- Manage IT Storage (SAN/NAS)
- Manage IT Switch
- Manage IT Wireless Access Point

To learn more about Manage IT, contact us at:
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