



Remote Support is a professional IT support package for an even more affordable rate. To keep costs low, we offer this package with or without server monitoring. Remote Support provides many of the same benefits as our complete support package, including unlimited live help desk access, but with the exception of onsite support. See below for complete list of benefits and call for a free quote.

REMOTE SUPPORT SERVICES

Unlimited Remote Live Helpdesk 8AM to 6PM (EST), Monday thru Friday	Messaging System Support Email maintenance for your existing messaging system
Unlimited Monthly Web Ticketing (<i>non-critical issues</i>) 24 hours a day with up to a 24 hour response time 8AM to 6PM (EST), Monday thru Friday – <i>noncritical support issues only</i>	Mobile Device Integration To your existing messaging platform
Secure Remote Support Control end user machines as well as server for problem diagnosis and resolution	IT Vendor Management Of all your companies IT infrastructure components and peripherals
Security Policy & Management For network and local computers	IT Procurements For your company's computer and network hardware and software needs
Disaster Recovery Services	IT Purchasing Alignment Align IT purchasing with finance department initiatives

ADDITIONAL SERVICES (*Optional. Licensing fees apply*)

Server Monitoring & Monthly Maintenance	Cybersecurity Offerings Get access and training on how to protect your business from being exposed to threats like Malware
Licensed Antivirus / Antispyware Software Deployment and management	Onsite Technical Support (<i>billable service</i>) Available from 8am to 6pm (EST), Monday thru Friday, excluding holidays, for all non-project related IT issues