



## COMPLETE SUPPORT BUNDLE

Our complete support package is a comprehensive outsourced bundle which allows us to handle all your IT needs, so you don't have to worry. We'll assume day to day responsibility of your entire network infrastructure. Whether it's resolving a minor computer issue or monitoring your systems – our team of dedicated [IT] professionals are on the case.

### INCLUDED SUPPORT SERVICES

**Unlimited Remote Live Helpdesk**  
8AM to 6PM (EST), Monday thru Friday

**Network Infrastructure**  
We connect every person, every computing machine and every information resource within your organization.

**Unlimited Onsite Technical Support**  
Available from 8am to 6pm (EST), Monday thru Friday, excluding holidays, for all non-project related IT issues

**Firewall Management**  
We deploy and monitor firewalls closely alerting you immediately of any risks that may arise..

**Unlimited Monthly Web Ticketing (*non-critical issues*)**  
24 hours a day with up to a 24 hour response time  
8AM to 6PM (EST), Monday thru Friday – *noncritical support issues only*

**Vendor Management**  
We take responsibility and contact printer, scanner and phone vendors on your behalf to keep you focused on your work instead of on hold.

**Managed IT Services**  
We maintain and take responsibility for keeping your IT infrastructure up to speed, secured, and protected.

**Disaster Recovery Services**  
We keep you covered from falling prey to hackers by storing and encrypting your data in case of disasters.

**Mobile Device Management**  
We offer MDM to monitor these devices to give you peace of mind that your data is safe no matter where you are.

**Cybersecurity Management**  
We monitor servers and networks around the clock so that you can rest assured that you and your business are in safe hands.

**Wifi Solutions**  
We implement and install products such as routers and access points within your workspace to keep your infrastructure up and running.

**Server Monitoring & Monthly Maintenance**  
We monitor servers and networks to make sure they meet your availability requirements.

### MORE SERVICES TO ADD ON TO YOUR COMPLETE BUNDLE (*Optional. Licensing fees apply*)

**IT Staff Augmentation**  
We provide a team of experienced professionals that will ensure projects are done correctly.

**Cybersecurity Training**  
We offer cybersecurity training to your employees to keep everyone in the loop and better protected.

**Licensed Antivirus / Antispyware Software**  
Deployment and management

**Consulting Services**  
We deliver custom IT consultancy services covering a variety of business technology strategies.

**IT Security Audits**  
For network and local computers

**Call today for an estimate .800.940.0040**