FREEDOMTECH

REMOTE SUPPORT BUNDLE

Remote Support is a professional IT support package for an 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, with the exception of onsite support. See below for complete list of benefits and call for a free quote.

INCLUDED SUPPORT SERVICES

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

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

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, computer, network hardware, software and phone vendors, on your behalf in addition to aligning IT purchasing with finance department initiatives,

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

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

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.

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

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

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.

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

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

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

IT Security Audits
We assess your IT infrastructure to assist and advise future plans for your business' technology.

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

Call today for an estimate .800.940.0040