



Managed Services

We know our business like you know yours. We'll take on the responsibility of managing your information technology systems and you'll get the advantages of an in-house IT department at a fraction of the cost – so you can focus on more important things, like running your business.

How it works

Managed services is the best solution for ongoing, comprehensive IT support. Our trained and certified professionals will monitor, manage and troubleshoot your network. We'll keep a vigilant eye on your systems and ensure you're getting the best value from your IT investment.

It's a simple solution for maximum return on investment and operational efficiency. You'll receive a number of services, including a live help desk, proactive monitoring and systems maintenance, for a flat monthly fee. Choose the standard or premium level based on your business needs. No surprises or hidden costs, just peace of mind and our highest level of care.

How it supports your business

Our managed services program enables you to reduce risk and support costs, maintain a high level of support and create a more flexible and scalable service solution that fits your business. We'll take care of your IT needs and support your business with services like:

Security

Our team will keep you protected by maintaining the health of your system, conducting regular security updates and analysis across your servers and workstations, keeping virus protection up-to-date, and continuously monitoring your servers and infrastructures to eliminate threats before they become problems.

Support

Access our helpdesk support whenever you need it. You'll have peace of mind that dedicated help is just a phone call away for all aspects of desktop support, user account administration, mobile device support, virus or malware issues and more.

Bottom line

Managed services can maximize your return on investment and operational efficiency. We offer comprehensive support solutions and the expertise to manage and maintain your IT systems and technologies. Let us create a cost-effective managed services solution tailored for your business' needs.



Infrastructure Virtualization

Virtualization makes it possible to run multiple operating systems and applications on the same server at the same time. Simply put, it's the most effective way to reduce IT expenses while increasing efficiency and agility.



How it works

Most servers are designed to run one operating system and application at a time. Traditionally, businesses would need multiple physical servers to run their various applications, yet each server would often only be operating at five to 15 percent of capacity.

Virtualization is the process of creating a virtual, rather than a physical, version of something. Infrastructure virtualization uses software to simulate the existence of additional servers – creating independent virtual systems within the same physical server – which allows you to run multiple operating systems and applications simultaneously. Each virtual machine is a complete system with processors, memory, networking and storage. Using virtualization maximizes the use of resources and can reduce the total number of physical servers needed for your business.

Virtualization enables capabilities like high availability of systems, disaster recovery and workload balancing.



How it supports your business

Virtualization allows you to make the best use of your IT resources. You can reduce costs by fully utilizing your existing resources, thus reducing the number of servers needed to support your applications. A reduced number of servers also means a reduction in power consumption for greater cost savings.

Beyond the dramatic cost savings, virtualization also makes your systems easier to manage and can enhance your business' agility, flexibility and scalability by better positioning your system resources to respond to the changing demands your business places on them.



Bottom line

Virtualization can make your business run more efficiently, with a lower overall investment and great flexibility and versatility. The benefits of virtualization include:

- ▶ Simplified systems and reduced complexity and maintenance.
- ▶ Lower investment, operation and energy costs.
- ▶ Increased system agility and productivity.
- ▶ Maximized use of server resources.
- ▶ Reduced number of physical servers needed.
- ▶ High availability for minimized service disruption and downtime.
- ▶ Improved efficiency.
- ▶ More efficient and cost-effective disaster recovery with shorter downtime for your business.

Our experts can help you select the right virtualization options to meet and anticipate the needs of your business.



Virtual Infrastructure Hosting

Enjoy seamless and painless access to your applications and information anytime, from anywhere.



How it works

The total cost of ownership of an application consists of licenses, server space, system graduation costs and infrastructure maintenance. This often makes the cost to update, replace or even just maintain servers and applications very high and may leave businesses with the choice of relying on outdated equipment or potentially overextending their budget.

We have a solution.

Our virtualized environment can host your applications for you. You'll have access to all your applications and data – wherever you are, whenever you need it. You'll also enjoy the added bonuses of seamless system updates and maintenance, and being protected by state-of-the-art security and business continuity solutions.



How it supports your business

All businesses, no matter the size, must optimize their resources to retain their competitive edge. Infrastructure hosting relieves the burden and much of the cost of maintaining and managing your IT infrastructure. Hosted applications are backed by continuous technical and customer support.

In the ever-changing world of technology, a managed, comprehensive infrastructure hosting solution enables you to leverage the latest servers, security and data protection tools without the high upfront costs. For a simple monthly fee, you'll enjoy access to your applications in a secure and reliable environment with world-class technology and capabilities.



Bottom line

You and your employees need consistent access to the tools you use to do your job. We offer managed application hosting and remote access computing in our secure hosting facility. We can install hosted applications and integrate with your computing environment in a fraction of the time it would take to implement in a traditional onsite network and without the cost of hardware, server infrastructure or engineering support.

Let us help you customize a fast and reliable hosting plan for your applications from our variety of infrastructure hosting options, ensuring the flexibility you need as your business continues to grow and evolve.



Business Continuity and Recovery

There's a reason it's called *Information Technology* – knowledge is our business. That's why we understand the importance of your business data and offer complete recovery solutions to ensure that, when disaster strikes, it doesn't interrupt your business.



How it works

Data loss is typically the most difficult and expensive disaster to recover from, yet many businesses operate with inadequate backup systems and non-existent disaster recovery plans. By definition, disasters are always unexpected and they come in many forms – some natural, some self-inflicted. The main causes of business interruptions include:

- ▶ Destruction of system, network or storage hardware and software from fire or floods.
- ▶ Software unavailability due to power, phone or internet outages.
- ▶ Hardware failure from old or defective equipment.
- ▶ Accidental or intentional erasure or destruction of information whether by corruption or malware.

Business continuity means keeping unexpected interruptions from impacting your business. We can help you be prepared by putting a solid backup system and business continuity plan in place that can help get all of the services your business needs back up and operational quickly to protect your company.



How it supports your business

Our industry-leading, advanced data protection systems go beyond traditional backups. We can provide continuity for your business with smart solutions that are cost effective, easy to use and scalable to meet your needs. So no matter what unexpected event occurs, you can rest assured that your data is backed up and secure.



Bottom line

We offer a full range of backup recovery solutions, ensuring your business will be back up and running in no time. Having a backup system in place can help support your business in more ways than you may think:

- ▶ Secure, automated server "snapshots" as frequently as every 15 minutes.
- ▶ Local Virtualization of Point-in-Time recovery points.
- ▶ Cloud-based, offsite server virtualization backup.
- ▶ Automated screenshot verification of backups.
- ▶ Data duplication so a modestly sized unit can protect data from a large number of servers.
- ▶ A combination of local backups with cloud-based offsite storage solutions.
- ▶ Local recovery of files day-to-day in case a file is accidentally deleted.
- ▶ Recover systems from data loss and/or hardware failure.

We're here to help create a custom disaster recovery solution for your business to ensure you have the security you need even in the most unexpected situations.



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