



Managed IT Services

Your IT systems should be an investment for business growth, not a drag on productivity and profitability.

To be successful, you have to have an IT system that's reliable and can keep up with your changing business needs. But many small and medium-sized organizations can't afford to hire an IT department to properly manage each aspect of their network. At the same time, most find the challenges of continually understanding, implementing and managing their network technology to be an overwhelming job.



That's where Advanced Network Systems' Managed IT Services can make a difference. Our program provides all the technology services to support you need to maintain your IT network without crippling your finances. We expertly handle all the day-to-day tasks that ensures your network technology runs reliably and effectively supports your operations.

Our support programs for server and workstation hardware are an easy and affordable way to reduce headaches, keep employees productive, and ensure the most impactful use of your IT budget. In addition, our helpdesk service gives your employees access to the fast, expert help they need. It puts an end to those annoying desktop computer problems that often keep people "stuck in their tracks" and unable to do their job.

Our programs offer flexibility. We can provide as much (or as little) support as you actually need. So even if you have some in-house IT resources, we can take care of things like time-consuming maintenance services—and free up your IT staff to focus on higher-level, strategic IT functions.

The Value of Our Managed Services

LOWER, PREDICTABLE COSTS

Know how much you're going to spend each month for IT. With no surprise fees for emergency repairs, you won't have to guess about how to plan and manage your budget.

MAXIMUM UPTIME & RELIABILITY

With intelligent remote monitoring, we watch over your IT environment 24/7—keeping small issues from becoming big expensive ones. If something does fail, our IT experts go to work to fix the problem, minimizing your downtime.

So, no more gambling with your employees' productivity and your company's reputation.

INVESTMENT PROTECTION

IT systems need to be maintained for security and best performance. We apply patches and service packs, verify backup routines, keep malware at bay, and perform a host of other proactive maintenance services. This extends the overall lifecycle and maximizes the value of your IT assets over time. So, there's no more underutilizing your valuable technology investments.

CONFIDENCE

Gain peace of mind that your IT systems are always available and ready to support your business in the directions you want to go.

Managed IT for Network Resources

We deliver all the right technical services to manage the day-to-day IT requirements of your business— whether you have IT staff, or not. Our intelligent monitoring tools and proactive systems maintenance services provide cost-effective, IT management. The network resources we manage include systems that are critical to running your operations and your employees' productivity – like physical and virtual servers, firewalls, storage, switches/routers, and wireless controllers.

We offer three distinct levels of our managed IT services for network resources:



Alert

Our most basic level of service. We utilize software agents to track and analyze your server activity around the clock. When a system we're monitoring indicates an issue, an alert is generated. Our team will notify your IT staff, so they can take the appropriate steps to correct the issue.

RECOMMENDED FOR: ORGANIZATIONS WITH AN AVAILABLE IT STAFF
SERVICE DELIVERY: REMOTE ONLY



Resolve

Our advanced level of service provides the same system monitoring available at the Alert level, but rather than handing off the alert to your IT staff, we automatically work to resolve it. In addition to system failure remediation, we perform proactive maintenance on your network resources– including system patching and updates – significantly reducing downtime and the need for many typical break/fix services.

RECOMMENDED FOR: ORGANIZATIONS WITH A BUSY IT STAFF
SERVICE DELIVERY: REMOTE & ON-SITE (IF NECESSARY)



System Administration

Our highest level of service includes all the monitoring, remediation and maintenance benefits of our Alert and Resolve levels, plus expert IT assistance when you need administrative changes made to your network resources. Administrative tasks – like maintenance of user accounts, permissions, admin passwords, folder directories – are included, giving you better control over these ongoing costs. Our experienced technicians will perform all monitoring, remediation, maintenance, and administrative tasks remotely at first, with additional resources as needed.

RECOMMENDED FOR: ORGANIZATIONS WITH A BUSY IT STAFF, AND THOSE WITHOUT STAFF DEDICATED ONLY TO IT

SERVICE DELIVERY: REMOTE & ON-SITE (IF NECESSARY)

Contact us today at 800.639.6757 to find out more about how you can put one of our Managed IT Services Programs to work for your organization.



Managed IT for End Users

Managing and maintaining employee desktops can be a time-consuming task for any IT department. Our Managed IT Program for End Users, lets your IT staff work on higher-level projects, and leaves the daily grind of computer maintenance and support to us. Our remote desktop monitoring and maintenance services keep hardware and software up-to-date, which increases both network security and employee productivity.

In addition, when employees run into problems with their computer hardware or software, our staff is available, on-demand, to help resolve their issues with fast, expert service. If employees are down or stalled by a problem with their workstation, help is just a phone call, chat or email away.

We offer two different levels of end user support:



Desktops

Our basic managed workstation service utilizes software agents to monitor the performance and status of each covered desktops or laptops. To greatly reduce end user downtime, our technicians will keep workstations current – installing whitelisted patches, performing disk-related maintenance, and managing application patches. If any of our proactive maintenance activities cause the workstation to function improperly, we'll provide the necessary support to correct the issue.

RECOMMEND FOR: ORGANIZATIONS WITH A BUSY IT STAFF

SERVICE DELIVERY: REMOTE & ON-SITE (IF NECESSARY)

PREREQUISITE: MANAGED IT FOR NETWORK RESOURCES AT THE SYSTEM ADMINISTRATION LEVEL IS REQUIRED



Help Desk

Our premium managed workstation service provides all the monitoring and maintenance features of the Desktop level, plus the expert technical help your employees need, when they need it. Our remote help desk is available during business hours or 24x7, and our team will work with your users until a solution is found. Because the little things can often prevent your employees from doing their jobs, our technicians also take care of the administrative IT functions you authorize. Our help desk supports desktops and laptops with Windows or Mac OSs, and popular applications for: Office productivity suites, desktop operating systems, browsers, email, anti-virus, word processing, databases, domains, desktop publishing, graphics

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AND ORGANIZATIONS WITHOUT STAFF DEDICATED ONLY TO IT

SERVICE DELIVERY: REMOTE & ON-SITE (IF NECESSARY)

PREREQUISITE: MANAGED IT FOR NETWORK RESOURCES AT THE SYSTEM ADMINISTRATION LEVEL IS REQUIRED

Note: Managed IT for End Users is available only as an add-on to the System Administration level of Managed IT Services for Network Resources

