



# Managed Services

## Overview

Our Managed Services offering is designed to address your ongoing IT management and support needs.

The service combines regularly scheduled onsite maintenance visits, along with remote monitoring and support with 24x7 coverage. Through our deep experience in providing IT services to clients over the past 11 years, we have developed an IT Service delivery framework that is one of the best in the industry.

We understand that every one of our clients is unique, so our Managed Services plans are specifically tailored to the needs of each client. Managed Services are provided at a fixed monthly fee, so you can easily budget for fixed IT support expenditures throughout the year.

## Deliverables

- ✓ Regularly scheduled onsite visits with a consultant assigned specifically to your account
- ✓ Remote monitoring and proactive management services provided by our Network Operations Center
- ✓ Unlimited remote support services
- ✓ Regularly scheduled technology review, planning, and strategy meetings

## Benefits

- ✓ Unlimited remote support provided to end users
- ✓ Immediate response with reduced issue resolution times
- ✓ Flat fee for easy budgeting of annual IT costs
- ✓ Decreased downtime due to proactive management & monitoring tools
- ✓ Trouble ticket and tracking tools to ensure high-level of service and accountability

## Startup Process

Action
1. Onsite meeting to review needs and analyze environment
2. Preparation of customized Managed Services proposal and recommendations on the existing environment
3. Onsite meeting to present proposal and discuss recommendations

## Pricing

- Determined by:
  - The number of servers, pc's and other devices
  - The number of scheduled onsite days per month
- Contact Current Technologies representative for pricing information

