

Available IT Services

Services provided:

- Network administration (switches, routers, firewalls, troubleshooting data connections)
- Server administration (virtual and physical servers, updates, deployment, management, backup and recovery)
- WiFi administration (controllers, access points)
- Telephone system administration (server, endpoints and liaison with telephone & internet providers)
- Users and accounts (setting up and managing network, e-mail accounts)
- G Suite management and technical assistance (Gmail, Google Docs, etc.)
- Microsoft Office 365 management and technical assistance (Outlook, Word, Excel, Powerpoint)
- User assistance (we'll connect remotely to a user's device to assist virtually)
- Technical assistance with server and databases for proprietary software solutions (we'll assist you in working with your software vendors to install, update and maintain your installed solutions).
- Website design and operation.
- Printers and copiers - configuration and setup assistance
- Technology strategic planning and advising (including risk assessments)
- Budgeting and purchasing advice
- Inventory management
- Support video and entry security systems

Includes

- 24/7 monitoring of network services (servers, switches, routers, telephones, etc.)
- 24/7 response availability
- Full network documentation (infrastructure, settings, etc.)
- Monthly touch base meeting with assigned client representative
- Monthly utilization reports on bandwidth and services
- Remote help desk support (user assistance at the desktop/laptop via remote desktop)
- Remote participation in meetings and discussions when needed and appropriate
- On-site visits and support as necessary