

Managed Services Information



Remote Support- Ability to remotely connect and assist with general system issues.

Online Ticketing- Access to web portal to submit and check on existing tickets for various system and network issues.

Priority Support- Dedicated Contact number, 1–2-hour response time during business hours (8am-8pm CST). 1–3-hour response time during weekends (10am-8pm CST)

Discounted Service Time (Subject to change)- On-Site and Remote Support Discounted.

Infrastructure Upgrades- We will suggest plans to upgrade or replace existing hardware and cabling.

Advanced Machine Security (If applied)- Real Time machine scanning and remediation, and EDR to help identify and stop future intrusions.

Immutable Storage (If applied)- Once backups have been made, they will have better protection from ransomware and other file level threats.

Free periodic Synology NAS check-ins

Free periodic Fortinet Firewall check-ins