



Live Technical Support 24/7

A technician is available to you 24/7/365 for your needs. We can be reached directly by phone, and your dedicated technician, or project manager can assist you in real time.

Immediate Response To Emergencies

We immediately hop to, and we can respond with unlimited phone support, remote assistance, and on-site visits by your assigned dedicated crew at any time. As if we were responding to a fire...and sometimes we are!

Dedicated Project Manager

Your seasoned project manager well versed in all aspects of computer technology heads your team of technicians that manage your IT affairs. Your project manager looks after your IT assets, help plan for your growth, and plans solutions to that end.

Dedicated IT Support Technicians

You can choose your IT support technicians to fit your needs. Your dedicated technicians learn your individual needs, and your staff IT concerns, and you get to know them.

Monitoring Of Server And Client Imaged Backups

We arrange for imaging of your servers and client systems using Acronis Image Software. An exact copy of each operating system, and all data is made daily, and stored at your facility. We monitor your imaging software, and created images for healthiness daily.

Monitoring Of Off-Site Backups

We also provide for remotely stored backup of your most critical data using Iron Mountain. In the event of a disaster, your critical data is available off-site. these backups can be made as often as every fifteen minutes, and we monitor this service. We can modify the off-site backup daily as well.

Monitoring of Email Server

We look after your often most critical system: Your email. We provide for daily monitoring of your ISP's email control manager and assure you have adequate data storage ability. We provide for, and adjust were necessary on a daily basis. We also provide weekly archiving of your Outlook PST files to CD or DVD for your records.

Server And Client Microsoft Update Management

Microsoft security updates are looked after and applied at your schedule - usually arranged for nightly. We apply these necessary updates and ensure proper function of your systems.

Health Monitoring Of Server And Client Systems

Yes - health monitors daily, server loads, memory, and hard drive space monitored on critical systems in real time.

Health Monitoring Of Network And Attached Devices

Your Router, Firewall, and VPN system is monitored, and logged daily.

Image Archiving

We archive to DVD, or CD images of your server, and client systems. Your image of each system is saved to CD, or DVD for your records, and a new Image set is started.

On-Site Maintenance

We come when you schedule or as you need, and perform maintenance, and support to your systems., We help your staff with specific needs, or arrive for immediate emergency needs.

Disaster Recovery Hosting Facility

In the event of a disaster - our facility is available to run your systems as part of a disaster recover plan.

24/7 Operational Drop-Off Facility

Our facility is operational 24/7, and we are available should their be an emergency need.

Online Account Management

Your account dashboard makes payment easier, and allows for your to keep track of open and past issues, your IT assets, enter new issues for immediate attention.