Systech Managed Services
Affordable, Predictable IT Costs

Systech is delivering efficient IT management, maintenance and support to Systech customers on a monthly contract basis, using remote monitoring and management technology.

Systech customers experience an overall lower cost of owning and supporting IT, enjoy predictable costs, and avoid large unplanned expenses.

Stabilizing the Cost of IT

The efficiency starts with remote delivery. Services that are delivered at your site typically take longer, involve travel time, include travel expenses and sometimes require repeat visits. Delivering services and support through the managed services remote monitoring and management platform eliminates travel in most cases, facilitates accurate, more immediate diagnosis of issues, and reduces the amount of time needed to resolve issues and perform maintenance and management tasks. Faster problem resolution means a more stable IT environment and less productivity lost to unscheduled downtime.

Many IT maintenance, management and support tasks have traditionally been performed on a system-by-system or site-by-site basis. Systech is able to automate many tasks across systems and customer sites, thereby significantly reducing the time required for expensive technical staff to go on-site to address your needs.

Improvements in service that you can expect to see when you sign on with Systech include faster resolution, improved security, optimizations in your IT infrastructure, and support for more accurate budgeting.

With an Onsite Manager installed at your site, Systech can easily monitor the health and performance of your assets

Onsite Manager
@ Your Site

Service Center
Administered by Systech

Solution Overview

Managed Workplace consists of:

Onsite Manager
A single, lightweight piece of software, installed once at each customer site. The Onsite Manager automatically performs secure, comprehensive scans of customer environments to gather the up-to-date information that solution providers need to manage their customers' IT assets with unparalleled efficiency.
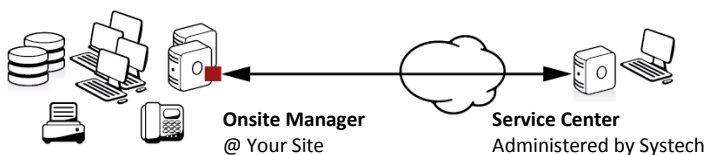
With an Onsite Manager, Systech can monitor and manage anything with an IP address, including: desktops, laptops, servers, managed switches, routers, firewalls, gateways, VoIP switches and phones, printers, faxes or scanners, off-the-shelf and custom applications, specialized equipment and environmental control devices, internal and external websites, SaaS resources, virtual machines and much more.

Service Center
A powerful, web-based, centralized dashboard that allows Systech to:

- view the asset health and performance data sent by the Onsite Manager;
- "drill down" to details as required;
- perform rapid remote remediation;
- configure advanced services;
- produce a range of useful reports so you'll know exactly what's going on in your environment; and much more.

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Predictable and Planned Expenses

With a monthly contract and a service level agreement, you'll know exactly what you'll get and how much you'll be spending, but the underlying technology of managed services means you'll also save money in many ways.

For example, services from Systech includes industry-leading monitoring and alerting for your IT assets, so your solution provider will always be notified immediately when emerging and actual problems exist. This allows them to take care of issues faster and often before you experience unplanned system downtime, which can protect your business operations and result in cost savings.

Because Systech has access to detailed health and performance data about your IT assets, they can more easily identify trends and opportunities to improve the configuration of your resources, and provide you with regular reports to help you understand exactly what's happening in your network. When projects outside the monthly contract are required, it is easier to plan, budget for, and schedule them to minimize impact on your business operations and bottom line.

The Do-IT-Yourself Scenario

1. An IT problem occurs.
2. You discover the problem.
3. You place a phone call for support.
4. You describe the problem to the best of your ability.
5. Solution Provider technician spends time travelling to your site, or uses remote access tools to start digging around for the cause of the problem.
6. Problem is diagnosed.
7. Problem is resolved.

RESULTS
- Unpredictable service fees
- High costs when problem resolution proves time-consuming
- Depending on affected devices, downtime occurs and the associated costs mount (lost opportunities, lost productivity, and more)

The Managed Services Scenario

1. Systech is alerted before or as the problem occurs because best practices 24 x 7 x 365 monitoring and alerting is in place.
2. Systech instantly and accurately diagnoses problem in the Service Center.
3. Systech conducts rapid remote remediation from the Service Center and resolves the problem in less time than it would take to find coat and keys.

Systech gives you comprehensive reports every month and quarter to show work performed, identify issues, and support optimized IT budgeting.

RESULTS
- Predictable, affordable, monthly service fees
- Fewer problems are experienced because many issues are detected and resolved proactively before they do damage – or even noticed
- Fast resolution when problems do occur
- Downtime is significantly reduced or even eliminated, no more costly surprises