SYSTECH

PREMIUM
MANAGED SERVICES

OUR STORY

In the early 90's, our owner Jack worked for an electric contractor doing computer-aided design. Jack, at the time, was a bright-eyed youngster with a talent towards the technical, so he would often help around the office with computer issues. Well, not soon after the company decided to hire an outside IT firm for computer support. Little did he know that this day would be the defining moment of his life. Jack overheard his co-worker having a conversation with the newly hired IT firm. The support technician's voice boomed loudly in a condescending, judgemental tone

"Well what did you do this time?"

Jack's co-worker was clearly confused and upset that she couldn't get her work done, and now to add insult to injury, she was being belittled by the person who was hired to help. Jack then removed him from the site right away with a determination to provide a level of technical support that was helpful and professional. Thus, Systech was born as a team of smart, helpful people. We believe that technology should work for you and your business - not the other way around!

OVERVIEW

Our ProActiveCare Premium Managed Services plan includes all services from monitoring, to network and server administration, help desk, and strategic guidance. Over time, we enhance your operating environment to get you as close to problem free, hassle free operations as possible. Proactive and reactive services, on-site and remote, and all service to maintain your existing infrastructure is included.

Business Benefits

We focus on the bigger picture of your business, your goals and vision for the future, and the impact that IT has on them. Our business centric focus has allowed us to package our IT tools and services to ensure the following benefits:

- Fixed IT Costs
- Increased efficiency and competitiveness
- Ability to quickly implement new technologies

- Increased Productivity
- Increased Security
- Business Continuity
- A Strategic Vision for the future

HOW DO WE DO IT?

We have determined the most important aspects of "good" IT management based on our years of experience in managing business technology. We then packaged these into a repeatable solution forming our Premium Managed Services offering.

Service Areas

The important aspects of our Premium Managed Services plan is split up into 3 major categories that culminate into the overall technology experience. Only when every area is properly addressed will your company have a healthy and vibrant technology experience.

These service areas are specifically designed to help save you costs - directly and indirectly - while providing stability of your IT systems.

1) INFRASTRUCTURE MANAGEMENT

This is the "proactivity" center and the goal is to prevent as many problems as possible.

This is accomplished through a combination of automated processes and alignment of your network to our checklist of best practices. Activities such as patch management, malware scanning and updates, perimeter protection management, desktop optimization, and server management are configured for your business then automated to ensure consistency and performance.

Extensive monitoring of core systems such as Domain Controllers, mail servers, line of business applications, telephone systems, and network services help identify problems before they cause outages or downtime.

2) OPERATIONS

This is the day-to-day service area and the goal is to fix problems as they arise and ensure that users can operate efficiently.

Fixing computer problems is something that every IT firm handles. This is commonly referred to as the Help Desk or Support Desk. Systech takes this to a higher level by developing core best practices to solve problems more quickly. We address the root cause (not simply the symptom) to prevent problems from recurring.

We embrace the fact that excellent problem solving must be blended with excellent people skills. We ensure that all our support engineers are helpful and friendly. Call or email any problem and we will resolve it at the fastest possible means available to us. We keep you informed as we go, and try to set accurate expectations on how long a resolution will take.

3) STRATEGY

This is the forward looking service area and the goal is to help your business, not only to meet your needs, but to also deliver greater functionality.

Larger organizations have a technology leader who interfaces with the operational and strategic leaders of the organization ensuring that the needs of the business are reflected in the technology. We provide the same level of leadership to smaller organizations with our virtual CIO (Chief Information Officer). The vCIO works with the leadership team to identify risks and opportunities, to align your business with your technology, arriving at an appropriate technology strategy to guide your company's development.

The vCIO is a corporate sounding board to explore ideas and explain issues and risks. He or she ensures that you have a great technology experience and has the insights and experience necessary to make good business decisions.

NEXT STEPS

Schedule your network assessment which allows us to gather high-level data from your current technology environment. We then identify possible risks and business exposures while, at the same time, quantifying your IT assets and providing detailed recommendations on how to better protect your business.

Find out how your company measures up