

South Georgia Information Technology Services



MANAGED I.T. SERVICES

OVERVIEW

Copyright | South Georgia Information Technology Services, LLC | 2012

155 Sunset Rd. Valdosta, GA

229.269.4755

<http://www.sgaits.com>

What is “Managed I.T. Services”?

Managed Services is an Information Technology tool used to strategically and proactively maintain multiple devices in a network. The proactive approach is achieved by the use of special client/server software that is provided by the MSP (Managed Services Provider). This software monitors many different aspects of the system, including: CPU and memory usage, running services, network traffic, data backup, error logs, connectivity and anything a device may offer via SNMP (Simple Network management Protocol). When a service is no longer available or a component has reached a threshold, these systems can alert a preset list of technicians, Administrators, etc .. in order to solve the issue in a timely manner. This service has eliminated 90% of the issues that have to wait to be discovered by the end user and cutting down-time by more than 75%.

Managed Services began when large enterprise companies saw the need for a faster solution to their systems management. Used successfully for years by these large companies, software vendors saw an opportunity to reach out to smaller businesses and deliver their product through independent IT service companies.

Having the ability to manage hundreds of networks at a time, IT service companies are able to deliver Managed Services at a cost-effective level while maintaining a proactive solution for systems management.



Copyright | South Georgia Information Technology Services, LLC | 2012

The Managed I.T. Advantage

Complete

Management of every device. PCs, Servers, Printers, Network switches, routers and any other device connected to your network. In addition to devices, services can also be managed. Such as: email, web, applications as well as proprietary or specialized services that are constantly relied upon, such as accounting, billing, polling/monitoring software.

Secure

Deployment of our endpoint security system is seamless and covers your Anti-Virus, Spyware and spam protections as well as personal firewall and intrusion prevention. Our endpoint security solution also provides you with weekly reports, so you are always ensured that your system is secure and threats are being detected and solved.

Self Healing

Automatic actions by our service can remedy an issue before it becomes noticeable to the end user, therefore eliminating costly and time-consuming service calls.

Monitor

Our software agents and probes will monitor your systems 24/7 and will alert technicians to critical issues or problem areas, reducing down-time and creating a proactive solution that saves you the hassle of a "break-fix" solution. Also, in addition to monitoring, we include ticketing. Ticketing will allow you to track problem areas and identify equipment that may need to be replaced. Also, our ticketing feature serves as an updating service to keep you and your users up-to-date and informed on the status of service requests.

Asset Tracking

Keep track of all system assets including warranty information and EOL (end-of-life) service expectancies.

Remote

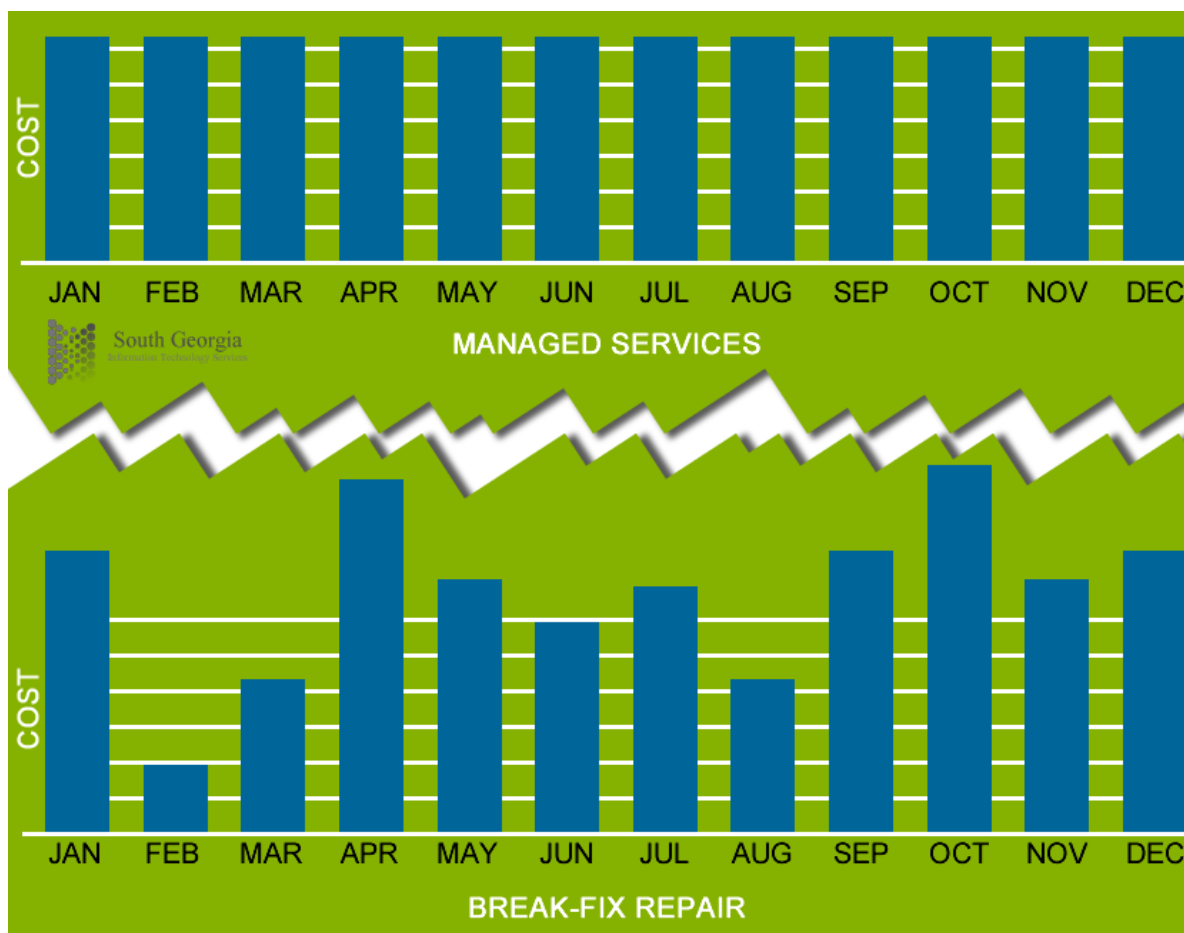
Eliminate costly on-site service calls and reduce response times. Our remote service allows for immediate access to machines as well as all resources attached, therefore creating a seamless transition between service call and repair execution.

How is Managed I.T. Services priced?

Managed Services is normally priced per device on a monthly schedule. These prices will normally include any service or repair that can be performed remotely. Due to anti-virus, backup or other third-party embedded software, we contract these services on a yearly basis in order to cover said annual licensing fees.

We also offer special support on other devices such as routers, switches, printers, and other Operating Systems. Pricing on these may vary from the standard PC and Server costs.

This pricing model has proven to be successful. Due to the flat-rate cost of management and remote service and repair, businesses are able to develop a more stable budget and projected IT cost.



Copyright | South Georgia Information Technology Services, LLC | 2012