

**EXCEL**

## FULLY MANAGED IT

*Better Technology For Better Business*

## WE'LL WORRY ABOUT TECHNOLOGY YOU CAN FOCUS ON YOUR BUSINESS

If there's one certainty in IT, it's that things are uncertain. Computers crash, software doesn't work as it should, and problems occur. And when they do, the way that you respond can be the difference between a minor hiccup and a full-blown business interruption. Are you leaving your IT to chance?

Our fully-managed IT services suite is designed to provide you with 24/7 peace of mind, freeing you to focus on driving your business forward. We monitor your systems, apply patches, protect against viruses, ensure backups are performing successfully, and more. We'll catch and fix the little problems before they become big ones – in many cases before you're even aware that there's an issue.

## A COMPLETE SUITE OF FULLY-MANAGED SERVICES

We're here to take the hassle out of IT management, so you can focus on your business. Our offerings include:



### Network Monitoring & Care

We keep tabs on your network activity around the clock, and when a system or function fails, our support teams immediately jump in to investigate. Once the problem is identified, we'll work to fix it — in many cases before you've even realized there's an issue.



### Help Desk

Our U.S.-based Help Desk provides 24x7x365 support, whenever you need it. Our highly-skilled technicians can be contacted via phone, email or web-based chat, and are ready and waiting to help answer any of your technology questions. We'll provide fast, professional support for a variety of software applications, networking protocols, and hardware.



### Business Continuity

Our data backup and continuity solution ensures your critical information is secure, backed up, and immediately accessible whenever you need it – even during a network failure or a disaster. You'll never have to worry about data loss again.



### Custom Project Work

We also offer a variety of custom projects designed to help optimize your IT infrastructure – including software installations, migrations, setups and configurations, and more. There are more than 85 projects to choose from – and best of all, our technicians can perform the work overnight or over the weekend; so there's no interruption or downtime at your office.

## HIGHLIGHTS

- 24x7x365 monitoring of your network and systems – including servers, desktops and mobile devices
- Troubleshooting and remediation for any processes or services that fail
- Patch deployment, Service Pack installation and anti-virus support
- Verification and management of data backups
- Full-service 24x7x365 Help Desk
- Remote and onsite support

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