

Total Technology Peace of Mind

PLAN FEATURES



TECHNOLOGY PLAN

We will analyze your network infrastructure using best practices and create a Technology Plan aligned to your company's objectives.



BUSINESS CONTINUITY

Recover critical data quickly using a dedicated backup server in the event of catastrophic hardware failure, ransomware, data loss, fires, or floods.



ONE MONTHLY FEE

No more complicated invoices. Monitoring, backup, anti-virus, and unlimited support included in one monthly fee.



RESPONSIVE SUPPORT

Priority response to critical issues. We resolve most problems with immediate remote support.



SECURITY SERVICES

Computer security is essential in today's work environment. We monitor and mitigate spam, phishing, and malware.



PROACTIVE MONITORING

Constant surveillance of all networked hardware and software keeps down time to a minimum.

PLAN BENEFITS



- Alignment to business needs
- Business Continuity with dedicated backup server
- Monthly budget



Managed IT Services

Technology Matters. We manage and monitor your IT Systems, so you can concentrate on running your business!



SERVER

- Managed Anti-virus
- Advanced Performance Monitoring
- Configuration Management & Group Policy
- Business Continuity with Backup Server
- Key Application Maintenance
- OS Patch Management
- Server Optimization
- Scheduled Preventative Maintenance
- Remediation



WORKSTATION

- Advanced Performance Monitoring
- Configuration Management & Enforcement
- OS Patch Management
- Workstation Optimization
- Scheduled Preventative Maintenance
- Remediation
- Managed Anti-Virus
- Workstation Document Backup



NETWORK

- Firewall Management & Maintenance
- Remediation
- Router Monitoring
- Switch Monitoring



SECURITY

- Anti-Virus Monitoring
- Managed Anti-Spam System
- Vulnerability Scanning



SUPPORT

- Responsive Support
- Quarterly Network Health Review
- Technology Plan



Focusing on Your Core Business

SOLUTIONS OVERVIEW

Free up your time and resources for your own business priorities instead of being distracted with Information Technology (IT) issues. Altek Business Systems has professional IT staff that are experts in a broad range of technologies and core competence in maintaining high quality, professional availability of IT.

Is IT Your Core Business?

As the owner of a small to mid-sized business, you invest in IT to increase your operational ROI. Trouble can arise, however, when you or your team are distracted from your core business initiatives because of IT issues. Often, IT support and management are being performed by employees who have multiple duties. This can impact both their ability to deliver in other areas of your business and the overall quality of your IT support.

Contracting Altek Business Systems to take care for your IT means you can focus all your resources on your primary business operations, maximize revenue, and be more efficient.

Altek Business Systems can provide affordable, active best practices monitoring and management of all your IT assets, including systems, software, devices, and virtual resources. We'll be able to eliminate most issues before they even occur, so they won't affect your business.

When there is a problem, we can accurately diagnose and resolve most issues through rapid remote remediation that takes much less time than on-site visits, saving you the often considerable costs of downtime.

With all the IT health and performance data that active monitoring brings in, we are better positioned to help you optimize configurations, manage systems and software versioning, and eliminate costly and obsolete equipment.

Our Remote monitoring and management platform consists of:



ON-SITE MANAGER

A single, lightweight piece of software installed once at each site. On-site Manager performs secure, comprehensive scans of your environment to gather the up-to-date information that Altek Business Systems needs to manage your IT assets with unparalleled efficiency.

With On-site Manager, we 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, environmental control devices and specialized equipment, internal and external websites, SaaS resources, virtual machines and much more.



DEVICE MANAGER

Installed on equipment that can't be directly monitored by On-site Manager, such as roaming laptops, remote servers, home offices, or on an on-site Windows 10 PC if you don't have a server.



SERVICE CENTER

A powerful, web-based, centralized dashboard that allows us to:

- View the asset health and performance data sent by the On-site Manager
- Drill down to details as required
- Perform rapid remote remediation
- Configure advanced services
- Produce a range of useful reports so you will know exactly what's going on in your environment, and much more

The Advantages of IT Expertise

Altek Business Systems delivers best practices monitoring and management of all your IT assets with the use of hundreds of Policy Modules. Policy Modules are sets of monitoring and alerting rules, developed in partnership with leading vendors like Microsoft, Intel, Cisco, Symantec and others. Policy Modules help ensure that everything in our IT environment is being effectively monitored and alerted on, and puts performance-related data at our fingertips. Detailed, accurate data also helps expedite diagnostics and resolutions when IT issues do occur.

Because the amended services platform we use has an open architecture, any customer environment, no matter how diverse, can be easily integrated. Any changes, such as the addition or removal of systems, devices, and software are detected automatically and accommodated smoothly. Deployment of the On-site Manager and Device Manager software is as simple as a few clicks, and has no impact on your systems or operations.



Do-It-Yourself Scenario

- 1 An IT problem occurs.
- 2 You discover the problem.
- 3 Team member sets aside core business tasks and begins investigation and researching the problem.
- 4 **Best case:** Problem is diagnosed accurately and resolved promptly on first attempt.
Worst Case: Problem requires multiple attempts at diagnosis and resolution; team member who attempts to fix the problem accidentally aggravates it; parts or external services must be ordered.
- 5 Problem is resolved.

RESULTS:

If the best case unfolds, one or more resources are taken off core business activities for partial or full duration of problem diagnosis and resolution, resulting in loss of productivity.

If anything, less than the best case unfolds significantly more time is required to resolve the business activities.

Worst Case: additional, unplanned expenses are incurred, including the costs of downtime: reduce productivity and lost opportunities.



Managed Services Scenario

- 1 Altek Business Systems detect the problem before it occurs because of the active monitoring and alerting is in place.
- 2 Altek Business Systems instantly and accurately diagnoses problem in the Service Center.
- 3 Altek Business Systems conducts rapid remote remediation from the Service Center and resolved the problem.

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

RESULTS:

You get the right technology expert on the job from the start, with fast, reliable resolution. Your team stays focused on core business activities. Many issues are detected and resolved proactively before you even notice. Downtime is significantly reduced or even eliminated, with no more costly surprises.



30 MIN.
CONSULT

**could save
your company
thousands**