



# Managed IT Services

## Built for Chicago's Small Businesses



## Our Clients Always Know What's Next

When looking for an IT company, you want someone who will recommend a strategy you can budget for and provide network monitoring and responsive support so that you can stay productive. With Switchfast, you have all of these things – plus a partner who knows your business and your goals, understands how you work, and is regularly working to find new ways to help you succeed.

To us, managing IT isn't just about resolving computer issues; it's about supporting your mission, removing uncertainty and helping you reach your goals. Whatever IT help you need, we believe you should never have to wonder what's next when it comes to your productivity.

# Why Switchfast?

## Our clients appreciate that:

Our technicians **answer the phone** when you call, and you can count on speaking with someone who knows you and your business, and who will communicate in clear terms.

We work when you work; we're **regularly staffed from 7am – 7pm, with 24/7 monitoring and support.**

By focusing on proactive communication, we ensure **you never have to chase us down for a status update and always know what's next.**

You dictate the level of urgency for each request, which means your needs are **always prioritized based on your timeline.**

We use a definitive process to generate **real-time measurement of our client satisfaction score**, and we're constantly innovating to ensure that we have the highest client satisfaction levels in the industry.

We understand the budgetary needs of the small business owner. That's why we offer **predictable pricing** so that you can manage your expenses and avoid surprises.

## A Partner Who Understands Your Business

Our goal is not to be the outside help you only call when you're having a problem – but a true partner. We work to understand your business, so we can custom-design a technology strategy that not only makes sense now, but that plans for your future needs as well. And because we have the full range of technology solutions, you won't have to waste time dealing with different vendors for hardware, software, IT management, voice and web. You can focus on managing and growing your business while we manage the technology to support it.



## How Can We Help You?

- Strategic Technology Planning
- Priority Resolution
- Communication Standards
- Regular Support Hours:  
7am-7pm, Mon-Fri
- 24/7 Monitoring and Support
- Cybersecurity Protection
- Cybersecurity User Training
- Disaster Recovery / Business Continuity
- Remote & Onsite Support
- Line of Business Application Support
- Equipment Recommendations
- Replacement Workstation Build Services
- Onsite Data Backup
- Offsite Data Archive
- Vendor Coordination
- Updates and Patching
- Adds/Moves/Changes