

In-House

Outsourcing

Responsible for all IT personnel and department costs – not just salaries

- Recruiting
- Benefits
- Training
- IT Management
 - Network
 - Servers and Workstations
 - Backups
 - Tickets/Issue Tracking

Flat monthly service contract that covers employee and software costs for you

Don't need to worry about how many technicians are needed and what skills they should have – it's all taken care of.

Limited staff and expertise

- Staffing to account for vacation, sick days, accidents, turnover, etc.
- Lack of staff with general IT knowledge and specialization
- May know how to support existing infrastructure, but may not have the knowledge or skill to plan for the future and implement new technologies

Help Desk

- Certified
- Level 1-3

Remote Monitor team

Responds to alerts from:

- Servers
- Workstations
- Backup appliances
- Network devices

Project Management Experience

No support available during:

- Nights
- Weekends
- Holidays
- Staff vacations

Reactive support

- Focused on failing hardware and temporary solutions
- Lack of time to research and learn new technologies

Support available 24/7

Proactive support

- Focused on permanent resolution and finding the root cause of recurring issues
- Monitoring for warnings, possible failures to fix problems before they become disasters
- Technicians provide training and resources on new technologies

Unplanned hardware and software purchases

Short sighted investments that don't align with the organization's strategy

Predictable budget

Strategic plan to align with business goals

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