INTRODUCTION TO NTIVA

Ntiva, founded in 2004, is a people-focused IT services company that provides commercial and non-profit businesses with advanced technology expertise and support.

Many companies struggle with keeping their business technology operating at optimal levels, their end users happy and their IT expenditures in check.

Ntiva can significantly reduce the cost and headache of managing and maintaining complex IT infrastructure, while helping businesses prosper through the effective use of technology.

What Are Managed IT Services?

Managed IT services are a wide range of IT functions carried out by expertly trained personnel, whose sole function is to help businesses manage their critical IT infrastructure. In today's business environment, keeping technology stable and secure is no longer a nice to have - the cost of even an hour of downtime can be crippling.

The explosion of remote working, mobile devices and never-ending security threats have only added to the complexity. IT departments are now becoming one of the largest expenditures for most companies, who constantly struggle to balance budget and resources with quality and dependability.

Ntiva Managed IT & Cloud Services

As a full-service IT provider with over 120 full-time employees, Ntiva is dedicated to designing, implementing and maintaining stable and secure IT networks. We can assume complete responsibility for 24-hour monitoring, managing and problem resolution, take on complex one-time projects or provide ongoing strategic consultation.

Ntiva IT Managed Services can:

Reduce recurring in-house costs by **30%** to **40%**

Increase efficiency by **50%** to **60%**

THE NTIVA DIFFERENCE - OUR PEOPLE

Ntiva was founded on the principle of helping others grow both personally and professionally, and that culture remains firmly in place today. Our product is ultimately our people, and our number one priority is reliable and consistent customer service.

One of the unique processes we have put in place is assigning dedicated resources to each customer for the duration of the relationship. This lets our people truly get to know the customer and their business, and allows trusted relationships to be built on both sides. We've found this makes a huge difference in the quality of service each customer receives, and enables us to become an extension of the business.

Below are brief descriptions of our key client-facing positions, all of who are committed to our customer's success.

Client Relationship Manager

A dedicated CRM is the primary point of contact for the customer, and will have regularly scheduled telephone meetings to review service requests, monitor their resolutions, and ensure ongoing customer satisfaction

System Administrators

Each customer will also be assigned a dedicated system administrator, who will perform both remote and onsite tasks that typically affect end users, such as upgrading and installing workstations, troubleshooting problems, and managing user accounts.

System Engineers

Our highly-trained SEs typically focus on tasks that globally impact the network, such as backup and recovery management, network/firewall/VPN maintenance, and on premise and cloud server troubleshooting, to name just a few.

Server Maintenance Engineers

Our top technicians are responsible for night shift proactive tasks, including but not limited to server patching, antivirus updates, software maintenance and firewall monitoring.

Chief Information Officers

Our seasoned professionals can provide high level strategic consultation as needed, plan and oversee one-off projects, or act as a permanent virtual CIO/CTO to help with the ongoing management of the business.

THE NTIVA PROCESS

Assess

Starting with an initial discovery and analysis, we get to know your business, your budget and your pain points to determine your unique technology needs.

Plan

Our technical experts will develop a custom plan that provides you with the exact mix of service components that are recommended to build a strong foundation.

Share

Once the initial assessment is complete, we share our findings and explain in detail our proposed solutions, letting you know what can be added or removed at your discretion.

Implement

We execute all elements of your custom plan using our expert project management to ensure your solution is smoothly installed, and works to your specifications.

Maintain

Once delivered, we jump into pro-active maintenance mode immediately, as this is the critical component that keeps your business operating at an optimal level. Our aim is to resolve any issues before they impact you, with the additional support of 24x7x365 help desk to resolve problems or give advice as needed.

Secure

Security threats are continuing to become more widespread and more challenging to tackle. Our expert staff are the watchdogs for your system, and it's our job to take a proactive stance to protect your resources.

Grow

Our goal is to ensure that your IT investment returns a positive ROI as your company evolves. Our strategic consulting is powerful resource always at your disposal to help you grow your business and scale to support any new initiatives as the need arise

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NTIVA SIGNATURE SUPPORT PACKAGE - MANAGED IT

Our Signature Support Package was designed to deliver all the essential services that are necessary to keep our customer's technology humming. Composed of a mix of automated services and dedicated manpower, it provides a cost-effective strategy for managing and maintaining a secure, stable and up-to-date IT environment.

Getting Started

Ntiva begins every relationship with a comprehensive audit. This helps us understand the existing IT environment, evaluate it against best practices, and recommend the best go forward strategy for the organization.

Software and Hardware Standardization

One of the best ways to reduce support costs and avoid waste is to standardize on hardware and software platforms. We work upfront to standardize the entire network environment.

Recurring Strategy Sessions

Ntiva provides recurring 2-hour strategy sessions once a quarter to make sure all IT needs are being met, help develop an IT budget, and provide advice on any potential improvements that may assist in improving daily business operations.

Preventative Maintenance and Security

Preventative maintenance and proactive security is crucial for the ongoing health of any IT environment. We develop a custom plan that includes regular maintenance checks, automatic software updates and patches, ongoing security management and more.

Proactive Network Monitoring & Management

Our 24x7x365 remote monitoring & management service alerts us instantly to any potential issues across the entire IT infrastructure, allowing us to catch and remediate problems before they impact the working environment.

Proactive Workstation Management and Security

We pro-actively patch and update all computer software, along with continuous anti-virus and anti-spam protection. This keeps all computers secure and operating at peak performance, so employees can remain as productive as possible.

Managed Server with Antivirus Protection

We pro-actively patch and update all servers, including continuous antivirus protection to keep your servers up-to-date and fully functional. Server updates are typically scheduled to accommodate the client's work day to minimize any disruption to operations.

Remote PC Desktop

With the user's permission, the Ntiva Help Desk will access desktops remotely to solve issues quickly over the phone. This replicates having a technician on-site, letting us find and resolve problems quickly.

On-Site Support

Ntiva employs a quick-response field team for those issues that require an on-site visit, such as parts replacement or hardware installation. When necessary, we'll schedule a time to come to the site to minimize the impact on business operations.

Interface with 3rd Party vendors

As part of Ntiva's ongoing support services, we interface with third party technology vendors as needed, including ISPs, software vendors, phone vendors, etc.

Procurement Services

We provide our customers with a hardware and software procurement service, passing on equipment at cost. By aggregating all our purchases together, Ntiva creates a buying pool that results in tremendous cost savings. We also participate in manufacturers special pricing programs for nonprofit organizations.

Ongoing Help and Support

Unlimited Help Desk 24x7x365

Another unique element of Ntiva support is our unlimited help desk support that provides direct access to our local technical experts. Unlike other providers who may "tier" their service with support staff who simply queue the calls up for the real experts, our help desk staff are fully qualified system administrators who can trouble shoot and solve issues immediately.

Click here to request more information on our Signature Support Package

NTIVA MANAGED CLOUD SERVICES

Thinking of moving to "the cloud?" Almost every business is already using the cloud in some fashion to lower costs and improve efficiency. However, there are many cloud options available today and it can be confusing which ones are the right choices for you.

Ntiva offers a Cloud Readiness Assessment to help determine the specific business benefits available from different cloud services, recommending various technologies and third party vendors from an unbiased point of view. We also provide the necessary migration, installation, provisioning, integration and ongoing administration as needed.

Enterprise Applications

Many companies are looking to migrate to cloud-based application software to take advantage of lower costs, anywhere access, and ease of management. You may want to consider possibilities such as Microsoft Office 365, Google Apps for Work (now called G Suite), or business specific solutions such as QuickBooks, Salesforce, Citrix GoToMeeting, and more.

Security and Compliance

Security is the number one concern for all businesses, but for organizations subject to regulatory compliance, securing email and web communications has an added level of complexity and obligation. Whether you choose Microsoft Office 365 or other, you'll want to consider additional protection ranging from email encryption, email continuity and email archiving to web protection services.

Backup, File Sync & Share

Cloud-based options for secure backup with folder and file sharing allow employees to quickly and easily share documents, providing automated file sync between PCs, mobile devices and cloud storage.

Datacenter Hosting and Colocation

For many businesses, it no longer makes economic sense to purchase, install and maintain physical hardware on their own site. Nitva offers safe and secure server co-location hosting, giving you the option to host your own environment in one of our data centers, or letting us completely manage it for you.

Managed Virtual Server Hosting

The ever-increasing need for computing power capacity can also end up being very costly, going beyond just the purchase of the hardware. Ntiva can help you migrate existing systems or deploy new ones, providing round the clock monitoring and maintenance to keep your data accessible and secure.

96% of all business workstations are not being backed up

58% of downtime incidents are caused by human error alone

Backup and Disaster Recovery

Despite the best protection security breaches do occur, with the primary cause being user behavior. Companies often don't have a disciplined program in place to patch and update their hardware and software, while employees click phishing links, create weak passwords and use the same credentials for multiple accounts. These days, it's not a matter of if, its a matter of when you experience a data breach.

Business data is priceless and should catastrophe strike, businesses need to be prepared in advance. We offer a range of backup and disaster recovery solutions that will safeguard business data from systems disasters, natural disasters and unintentional human error.

Following is a description of one of our most comprehensive

offers, however every organization has different needs and budget. Ntiva will work with you to understand your unique environment, and help you determine the best options.

Ntiva Critical Recovery Service

More than just simple backup, our Critical Recovery Service is the best option to help companies resume business operations as quickly as possible, utilzing both local and cloud-based recovery.

On-site appliances provide local backup and restore should hardware fail, or employees lose, overwrite or delete important files. Regular backups are scheduled, and with a few clicks you can search, find and restore specific files.

These same appliances automatically and securely transmit all data to the cloud, essentially virtualizing your entire infrastructure. In the event of system-wide failure, you can gain access to full images and get back up and running from anywhere within hours, not days.

Click here to request more information on our Managed Cloud Services

NTIVA STRATEGIC CONSULTING SERVICES

To remain competitive in today's world, businesses of all sizes need to take advantage of technology to help power their success. Figuring it all out can be time-consuming and complex, and often requires an outside expert to help come up with the right strategies.

Strategic Planning and Budgeting

Knowing the best way to invest in IT to help grow your business can be a real challenge. Ntiva's team of consultants has decades of experience managing IT strategy and budgets. We take the time to listen to your concerns and learn about your business, so that our recommendations are on-point and devoted to your organization's success.

IT Security Assessment and Design

Our team of security experts can conduct an audit of your IT security and infrastructure, noting where it diverges from best practices. After reviewing the findings, we will provide recommendations for where and how to invest your resources to provide the level of security that bests suit your budget and your business.

Audit Assistance and Review

Ntiva knows that audits are a growing reality of life for many organizations, and we are here to help. Whether it's HIPPA, FINRA, PCI DSS, or even Microsoft, we understand the stakes and how to help you do the right thing by your obligations without breaking your business' budget.

Business Continuity Planning

It's a statistical certainty—sooner or later, some form of disaster will strike your organization. Ntiva's consultants will help you prepare for that day before it occurs to help you minimize downtime and get on with your mission. We take organizations from playing catch-up in emergency response to pro-active planning on how to continue operations during a crisis.

Outsourced CIO/CTO

Some organizations need more than just a handful of touchpoints during the year. They have complex IT environments, demanding compliance requirements, or critical IT infrastructure that may be overwhelming. Ntiva's strategic consultants offer a smart solution for companies that require regular C-level IT guidance, but do not need or want a full-time CIO, managing your IT team just like they are one of your own employees.

Click here to request more information on our Strategic Consulting Services

CONTACT US!

Visit us at ntiva.com or contact us at info@ntiva.com to learn more about Ntiva's Managed IT & Cloud Services and what we can do for you, your organization and your bottom line.

Want to hear what other customers are saying about Ntiva? Check out our customer testimonials to see why most of our business comes from personal referrals.

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