

The Ntiva Signature Support Plan is composed of a mix of automated tech services and dedicated manpower, providing the essential IT services to keep your business network stable and secure.

Getting Started

NETWORK AUDIT

Ntiva begins every relationship with a comprehensive audit that helps us understand your existing IT environment, and provide recommendations for the best go forward strategy.

SOFTWARE & HARDWARE STANDARDIZATION

We work upfront to standardize your entire environment, which is the best way to mitigate potential issues and reduce support costs.

RECURRING STRATEGY SESSION

A recurring 2-hour strategy session will make sure all your IT needs are being met, including staying on budget.

Preventative Maintenance and Security

NETWORK MONITORING & MANAGEMENT

24x7x365 remote monitoring service alerts us instantly to any potential issues, allowing us to catch and remediate problems before they start.

WORKSTATION MANAGEMENT & SECURITY

We pro-actively update and patch all computer software, including anti-virus and anti-spam protection to keep all systems secure and operational.

MANAGED SERVER WITH ANTI-VIRUS

We pro-actively update and patch all servers with the latest upgrades and anti-virus protection – updates are typically scheduled to accommodate our client's work day.

Ongoing Help and Support

UNLIMITED HELP DESK

Our round the clock local help desk provides direct access to our fully qualified system admins who can troubleshoot and solve problems immediately.

ON-SITE SUPPORT

A quick-response team is available for issues that require an on-site visit, both ad hoc and when emergencies arise and for scheduled visits.

THIRD PARTY VENDOR SUPPORT

We interface with your third-party technology vendors as needed, including ISPs, software vendors, phone vendors, etc.

PROCUREMENT SERVICES

By aggregating all our software and hardware purchases, we create a buying pool that allows us to pass on tremendous cost savings to you.

ADDITIONAL OPTIONS

Note that the Signature Support Package provides a suite of fundamental services, however a custom plan is always developed for every client to ensure all their IT needs are being met.

About Ntiva

Ntiva is a trusted Managed IT and Cloud services provider that offers IT services and support to businesses of all types, maintaining stable and secure IT environments and providing strategic technology expertise that helps organizations meet their business goals.