# ProServeIT's Managed Services

Successfully managing a business in today's digital age requires keeping up to date with technology. But not every organization has the in-house technical know-how to implement, deploy, or maintain their IT infrastructure.

That's where Managed Services comes in.

## WHAT IS MANAGED SERVICES?

ProServeIT's Managed Services offering follows a customer centric, flexible, holistic support model. Essentially, we augment your IT department by:

• Proactively monitoring your environment,
• Managing your security,
• Resolving any technical incidents that arise, and
• Acting as your service desk for any of your end user questions or concerns.

## DELIVERABLES & ACTIVITIES

ProServeIT's Managed Services offering will:
• Provide 24/7 proactive monitoring of your IT environment.
• Provide 24x7x365 end user helpdesk support.
• Monitor issues and provide issue resolution management.
• Provide you with managed anti-virus, including Software and Deployment, Daily Updates, etc.
• Include monitoring and maintenance of Servers, Applications, Databases, Networking Equipment and Security.

**INTERESTED IN MANAGED SERVICES? CONTACT US >>**

## PROSERVEIT
MAKING TECHNOLOGY TRANSPARENT

ProServeIT.com | Cloud@ProServeIT.com | @ProServeIT

# MANAGED SERVICES BENEFITS

Monthly and Quarterly reporting

Get monthly recurring fixed charges with predictable OpEx expenses

No need to invest in (or train) a support tool

A full desktop security solution for every user in your organization

Optional automated desktop software deployments