



# MANAGED SUPPORT SERVICES

## ZYCOM TECHNOLOGY

### DO YOU HAVE ISSUES WITH YOUR COMPUTER SYSTEM?

### DO YOU ENJOY THE BENEFITS OF TECHNOLOGY BUT HATE THE STRESS IT CAN CAUSE?

Let someone else worry about your network so you can focus on your business. With myIT Managed Services, your technical support challenges will be handled competently and efficiently allowing you to focus your valuable time on more important issues.

By choosing myIT Managed Services, your organization gains access to enterprise-level support services at a price you can afford.

## Managing Your IT

### ACCESS TO MULTIPLE EXPERTS

As the IT industry continues to increase in complexity, experts are required. Jack-of-all-trades were effective 10 years ago, but don't cut it anymore. To ensure you have access to the right IT resource, we have assembled a team of trained IT consultants, experienced and trained in security, application, network, server, and desktop support. You don't need multiple companies or an extensive IT staff to maintain a healthy network. With experts from the myIT support team, you will feel confident knowing that all aspects of your network are being taken care of by specialized IT professionals.

### HELPDESK ACCESSIBILITY

Immediate support is a requirement for today's businesses. With myIT Managed Services, your company can have access to help desk personnel that can solve issues over the phone. In fact, we can normally solve 80 percent of issues remotely. For the 20 percent that can't be solved remotely, we can provide on-site support. With a single point of contact for all network related issues, you will know exactly when and how each call gets resolved. Because we track and document every issue, you will finally be able to see the investment you are making in IT Support. By decreasing end-user issues you increase the amount of time your employees spend making your business better. The myIT helpdesk is your best defense against costly computer and network downtime.

### PROACTIVE MONITORING

Properly maintained equipment runs more efficiently. The same is true of your network. By taking a proactive approach with mission critical servers and other network devices, you can increase availability and responsiveness. With our managed support services, your organization will benefit from a stable, secure, and fully-functional network at all times. We monitor your network 7x24 to ensure problems are identified, isolated and eliminated before they can affect employee productivity. Our monthly reports reveal network and server capacity to help you plan for the future. From verifying your anti-virus signature downloads to monitoring your system backups, our proactive approach will make you proud of your technology investment.

# MANAGED SUPPORT SERVICES GUARANTEED

All good relationships are based on effective communication.

A partnership with Zycom Technology is no different.

We provide every client with a Service Level Agreement (SLA) to ensure that all assigned tasks are completed and success is measured. By helping you with strategic, operational, and maintenance IT issues, we become a more valuable resource to your team.

With a myIT Service Level Agreement you will be comfortable providing more services to your associates and your clients.

## A SECURE NETWORK

The internet has become a critical resource employees need to do their job. Unfortunately, when employees perform their daily tasks on-line, they expose your organization to serious security risks. myIT managed security services encompasses a variety of disciplines that are designed to protect your valuable information from misuse or damage by intruders to your network. Armed with protection from our managed security services, you will enjoy the comfort and convenience of knowing you are taking a cost-effective approach to keeping your electronic corporate data secure.

## OUR RELATIONSHIPS

When you work with us, you not only get a secure, healthy network for your company, you get an IT friend and partner. We strive to be an extension of your company. We get to know your employees, your business model, your processes, your likes and your dislikes. We get to know you and your associates. We aren't only partners with our customers, we are partners with your partners; forming a team that allows you to leverage all your technology investments. We have partners to share with you, too. We partner with major hardware, software manufacturers and service providers to provide your organization with better prices, better support, and better service. Our relationships will give you convenient business processes and make your "IT department" one of the smoothest divisions of your organization.

## FLEXIBLE, COMPREHENSIVE AND SCALABLE

Because businesses come in all shapes and sizes, flexibility is essential when outsourcing IT services. Zycom Technology offers scalable and comprehensive services to small and midsize businesses. Whether you need help desk support, on site support, remote monitoring or emergency response, Zycom Technology can do it. If you need full-scale, continuous support or just help every now and then, Zycom Technology can do it. Even as your company changes in size so can your support plan. With myIT managed services you get complete network support, from a company that is your partner for all things IT. Best of all, you can expand or shrink your support based on your needs. With flexible, comprehensive, and scalable services you conveniently get a secure, healthy network at a reasonable investment.

*"Zycom Technology's value-add services and long-term thinking has made them an important part of my team. I rely on their innovation and solutions to help me support my end-users. Simply put – I trust them to help me make the right IT decisions."*

DOUG GRAY, NETWORK MANAGER, CITY OF KINGSTON



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