



Managed IT Services

Thank you for giving **505 IT** the opportunity of becoming your IT partner.

505 IT offers a remotely managed IT department for businesses. For a monthly fixed fee you will get stress-free friendly support from our team of experts – all at a fraction of the cost of hiring your own.

Features

- Site Assessment and Inventory
- Proactive Service
- Management and Status Reporting
- Best Practice Driven
- Automated and Reliable

Benefits

- Reliability
- Security
- Consistency
- Productivity
- Cost Management and Control
- Performance
- Managed Expansion and Growth

Our goal is to serve as your technology partner with a focus on providing solutions. We use a consultative approach to evaluate your business and technology needs and then advise on the best solutions for your current and future needs. **505 IT** can save your organization time and money through better use of appropriate technologies.

System Administration Based on Your Business Needs

Your annual Managed IT Service contract includes the following:

- Server and workstation administration will include general maintenance and software upgrades

Your annual Managed IT Service contract excludes the following:

- Server/workstation/peripheral hardware failure/hardware replacement
- Projects including cabling new servers/networks and other major network upgrades

During the initial implementation, we will discuss all steps of the implementation with you prior to beginning. We will then install the software necessary for remote administration, performing any reconfiguration required to bring all administered systems to a known state for easier monitoring and management.

Service and Deliverables to Keep Your System Running Right

The Workstation Managed IT Services program provides the critical tasks to keep your systems up and running. Tasks conducted by our Managed Services engineers to enable workstation managed IT services include:



Site Assessment

- Review system infrastructure and network security policies
- Network Consistency
- Bring infrastructure and systems to a known state; install applications, patches, or updates required
 - Inventory database containing your system hardware and software
- Review Managed Service Activities
- Service and support procedures, discretionary on-site time, and the parameters of the service

On-going Managed Services include:

- User Account Management
- Security Patch Management
- Software License Reporting
- Client Network Configuration Management
- 24x7 Server/Workstation Monitoring
- Disk Space, Partition and Usage Management
- Software Deployment
- End User Remote Control
- Management Reporting
- System Inventory Reporting

Features

- On-site break/fix maintenance of MAC and Windows OS-based servers/workstations and attached peripherals
- Knowledge transfer to in-house administrators and end users
- Optional on-site hardware maintenance

Benefits

- Increase efficiency: respond faster to problems and meet required service levels
- Increase effectiveness: only used when needed
- Realize value: reduce your cost of ownership

Comprehensive Services

- Setup and deployment of new systems
- Assist with the allocation of system resources
- Assist in hardware failure determination and resolution
- Assist in hardware maintenance as required; diagnosis and repair of defective hardware by replacing parts; and installation of hardware upgrades and new systems

