it

SUPPORT
GUYS

itsupportguys.com

IT SUPPORT GUYS

U.S. BASED

SUPPORT TEAMS

SINCE 2006

Real people, real support.

WHAT IS AN IT DEPARTMENT?

The Information Technology (IT) department manages the technology and computer infrastructure that drives an organization's business systems. The IT department is also known as Management Information Systems (MIS or IS) department. The IT department is staffed with technically competent professionals that support the organization in these critical areas:

END-USER TECHNICAL SUPPORT

Much of an organization's computer processing is performed by end-users using their desktop PC. When these end-users incur a computer problem (unable to login, printer does not work, etc.), they call the IT department for technical support. Depending on the nature of the problem, the IT department may assist the user over the phone or send a technician to their location.

VOICE & DATA COMMUNICATIONS

The IT department maintains the telephone and computer systems that allow employees to connect with other employees, customers and suppliers through the use of voicemail, email, fax, message boards, internet and intranet web sites. This includes coordinating new requirements with third-party service providers.

DESKTOP MANAGEMENT

Managing individual desktop computers, laptops and peripherals is a cornerstone of the IT department tasks. Desktop management of individual computers includes: installation of new hardware components or software, software license administration, equipment repair and maintenance.

BUSINESS APPLICATIONS

Developing and maintaining the business systems that operate the organization are essential tasks of the IT department. This includes software for financial, manufacturing, sales and distribution systems, as well as general office administration, such as word processing and spreadsheet applications.

NETWORK MANAGEMENT

Making sure that the computer network is always available with safe and secure data is the most important task for the IT department. Not only does this involve the physical installation of cabling throughout the facility, but also the installation and monitoring of the firewall, servers and other equipment to keep the network running at peak efficiency.

STRATEGIC TECHNOLOGY PLANNING

The IT department is responsible for creating and executing a strategic technology plan that keeps the organization up-to-date with technology advances and ensures that equipment and software do not become obsolete. The technology plan also focuses on the requirements needed to support new business growth.

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WHY DO YOU NEED AN IT DEPARTMENT?

For an organization to improve its business process using technology, an IT department is mandatory for management and support of the infrastructure. An IT department is required for these areas of technology to provide value to the business, because maintenance tasks must be performed by technically competent staff. An IT department will also provide a business with lower costs, higher productivity and higher efficiency in other areas.

✓**END-USER TECHNICAL SUPPORT**

✓**DESKTOP MANAGEMENT**

✓**NETWORK MANAGEMENT**

✓**VOICE AND DATA COMMUNICATIONS**

✓**BUSINESS APPLICATIONS**

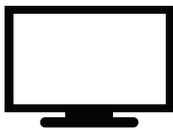✓**STRATEGIC TECHNOLOGY PLANNING**

✓**PROJECT MANAGEMENT**

MINIMIZING OVER 85% OF DOWNTIME
- Avoids losing revenues
   // Lost sales from customers being unable to make purchases
- Decreases costs
   // Payroll for employees being idle
   // Paying a technician to fix the problem
- Increases productivity because employees will spend less time idle

PROVIDES A SINGLE POINT OF CONTACT
- Increases efficiency by assuring that persons handling technology issues are knowledgeable in the area
- Increases productivity by allowing employees to focus on core competencies rather than technology issues

TECHNOLOGY PLANNING
- Reduces risk of financial, technological and data losses caused by disasters
- Increases return on investment (ROI) and business value realized from technology projects
- Improves equipment efficiency with planned maintenance activities

WHY OUTSOURCE THE IT DEPARTMENT?

Information Technology (IT) is a critical part of the business process that can require technical competence beyond the scope of the current management. In this case, a third party should manage the IT function.

IMPROVED COST MANAGEMENT CONTROLS
- IT costs become more visible as all billable hours must be accounted for
- Outsourced services are utilized as needed, and organizations pay only for what services are actually used
- An outsourced IT department can reduce costs by utilizing its extensive knowledge base of various IT specialists, as opposed to an organization maintaining a comprehensive in-house staff

IMPROVED SERVICE QUALITY
- Outsourced companies make performance reports and measurements available to their clients
- Communications between business functions improve at all levels and ensure that IT resources are not being misused
- Outsourced companies can provide technical support at a fraction of the cost
- Outsourced staff tend to drive planning and budgeting improvement
- Service Level Agreements (SLAs) can be established

STAFFING
- Outsourced services use established standards for equipment and software requirements, saving time and money
- IT consultants are fully trained on the latest technologies
- Retention of technically qualified in-house personnel is more difficult when external job opportunities are rapidly changing
- Continuous IT support coverage without having to rely on only one or two key people

EQUIPMENT & SOFTWARE/TOOLS
- Staffing levels can be adapted quickly to client requirements, thereby avoiding gaps due to attrition, business growth or economic downturns.
- Outsourced services use approved lists of reliable vendors, which improves the quality of goods and services received

FOCUS ON CORE BUSINESS COMPETENCIES
- Client management can concentrate on core competencies and revenue generating activities, while leaving technology management to IT professionals
- Management of non-essential core functions is transferred to the outsourcer

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IT SUPPORT **GUYS** SERVICES

it SUPPORT GUYS

We provide three options of essential IT services on a flat rate subscription basis to small and medium sized businesses. We help you minimize the hidden costs of PC ownership, which are considerable.

We also minimize the daily hassles involved with using and managing technology, so you can get on with your business. Whether you already have some technical expertise on staff or not, we provide whatever expertise you need, but don't have.

We view ourselves as an extension of your business. Our goals are nothing short of a dramatic reduction in your total cost of technology ownership and a overall reduction in your technology-induced stress level. That's why every customer engagement begins with a free technology review with one of our technology consultants. It's the best way to get the "lay of the land" in addition to getting an on-going relationship started. The more we know about you, the more return you'll see from your investment with us.

E
ESSENTIALS
Starting at $49

P
PRO
Starting at $299

W
WORKS
Starting at $499

In the following pages you will learn about the details of the services we provide in these plans and the features offered in each plan. All of the plans are built custom for your business needs.

HELPDESK FEATURES

Unlimited Phone Support [P] [W]

You receive unlimited support via telephone during your plan hours. No caveat unlimited support means that you don't have to worry about hidden charges or time-based fees. Your users need not worry about long hold times tying up their phone lines.

Unlimited Remote Support [P] [W]

Save time and trouble by using our secure support software to invite IT Support Guys to your office. Within seconds, a screen sharing session with a technician allows you to walk them through your problem or question while you watch them work. Over 80% of support issues are resolved with a remote session.

Emergency On-Site Support [P] [W]

In the event of an emergency or outage, the IT Support Guys team is on standby. We offer you a 4 hour Service Level Agreement (SLA) which means you are guaranteed a dispatch in no more than 4 hours from the initial report.

Health Reports to Your Email [E] [P] [W]

We provide weekly and monthly reports showing the health of all computers and servers on your network. These allow you to keep track of your assets and stay informed of their status.

Personalized IT Planning [P] [W]

Clients enrolled in the Professional or Premium CTO Service plan will be assigned a dedicated Chief Technology Officer. This is our way of saying that IT Support Guys will be in charge of managing and guiding your technology decisions. These individuals have an average of 10 years of technology experience and have managed technology departments at an array of small to medium size businesses.

[E] Included in Essentials Plan   [P] Included in Pro Plan   [W] Included in Works Plan

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IT SUPPORT GUYS SERVICES

DESKTOP SUPPORT

Hardware & Hard Disk Monitoring P W

We make sure your computer hardware is operating effectively by monitoring hard drive health and critical component temperatures. This attentiveness allows us to act before hardware failure leads to equipment damage or data loss.

Service & Process Monitoring E P W

We monitor the background processes that keep your computers running smoothly. Should anything happen, these processes are automatically restarted or flagged for manual examination.

PC Performance Monitoring E P W

We make sure your computer is performing as it should. If we detect lackluster performance our team is alerted so we can promptly address frustrating performance issues.

Weekly System & Application Updates P W

We update common third party applications on a weekly basis ensuring that all computers are running the most recent, stable, and secure versions. Being up to date means users aren't distracted by update prompts and nag screens. Every week all your computers and servers are updated. Our patching allows us to maximize security and fix issues before they generate time consuming problems.

U.S. Based Support Team E P W

All our techs are based in the US -- when you call us you will never be speaking to someone in another country.

SECURITY

Anti-virus Monitoring E P W

We monitor your computers to make sure it has anti-virus software installed. In the event of an exception our team is alerted and anti-virus is quickly installed and configured. Monitoring for across-the-board anti-virus prevents one computer from endangering the rest of your network.

Anti-virus Management P W

Your network is exposed to new threats every day. Whether it's someone writing the next nasty virus, trying to hack into your network, or stealing your information while it's traveling to its destination, IT Support Guys has you covered. We'll monitor and manage all aspects of network security, anti-virus software, firewall, and VPN, so you can feel assured about the safety of your information.

Anti-virus Protection Software W

We install our anti-virus software on all your computers and fully manage them. Our lean and efficient anti-virus solution keeps your computers running their fastest.

DATA BACKUP & RECOVERY

Data Backup Software & Storage W

Should you need to restore from backup you can take advantage of our full speed data restoration. Unlike other providers we allow you to fully utilize your Internet bandwidth. This provides you with the fastest restoration possible.

E Included in Essentials Plan   P Included in Pro Plan   W Included in Works Plan

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IT SUPPORT GUYS SERVICES

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NETWORKING

Internet Outage Monitoring E P W

We monitor your Internet connection 24/7 and are notified immediately of any outages. When you go down both you and your Internet service provider can expect an immediate follow up. Post outage we fully investigate the incident so we can actively prevent repeat issue.

Network Management P W

We monitor and maintain all your networking equipment, including firewalls, routers, and switches. Properly configuring and maintaining your network puts your computers, servers, and other equipment on solid ground.

SERVER SUPPORT

Off-line Server Monitoring E P W

We monitor your servers 24/7 and are immediately notified in case of outage. When a server goes down we bring it back up and make sure to resolve any contributing issues.

Server Performance Monitoring E P W

We keep your servers running their best. We know your servers are the backbone of your business and are sure to maintain them accordingly. Our monitoring allows us to address issues before they become active problems for your users.

Serial Number Management E P W

We keep track of all your hardware and software serial numbers ensuring that any software re-installation, transfer, or support is a smooth process. When we work we don't need to interrupt you for licensing information.

Server Management P W

We monitor and manage permissions, applications and hardware to pro-actively prevent outages and security issues.

E Included in Essentials Plan   P Included in Pro Plan   W Included in Works Plan

CONTACT US!

We Are Your Technical Support Catastrophe Insurance!

Your computers and networks need regular care to perform at their optimal level. IT Support Guys monitors over 100 aspects of computer and network health on a daily basis. Having this information allows us to pro-actively maintain your systems before trouble starts. Before your computer or data disaster occurs, call or email us, and we can help!

855.4IT.GUYS
855.448.4897

help@itsupportguys.com

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SERVICE PLANS

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E — ESSENTIALS
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W — WORKS
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DESKTOP SUPPORT & HELP DESK

	E	P	W
Anti-virus Monitoring	✓	✓	✓
Weekly System & Application Updates	✓	✓	✓
Service & Process Monitoring	✓	✓	✓
Hardware & Hard Disk Monitoring	✓	✓	✓
Health Reports to your Email	✓	✓	✓
PC Performance Monitoring	✓	✓	✓
U.S. Based Support Team	✓	✓	✓
Serial Number Management	✓	✓	✓
Printer Support		✓	✓
Personalized IT Planning		✓	✓
Unlimited Remote & Phone Support		✓	✓
Emergency On-Site Support		✓	✓

SECURITY

	E	P	W
Anti-virus Monitoring	✓	✓	✓
Weekly System Updates	✓	✓	✓
Anti-virus Management	✓	✓	✓
Anti-virus Protection Software		✓	✓

DATA BACKUP & RECOVERY

	E	P	W
Data Backup Software & Storage			✓

SERVER SUPPORT

	E	P	W
Weekly System Updates	✓	✓	✓
Off-line Server Monitoring	✓	✓	✓
Server Performance Monitoring	✓	✓	✓
Serial Number Management	✓	✓	✓
Server Management		✓	✓

NETWORKING

	E	P	W
Internet Outage Monitoring	✓	✓	✓
Network Management		✓	✓
Emergency On-Site Support		✓	✓

SERVICE PLANS

it SUPPORT GUYS

E ESSENTIALS - *Starting at $49*

With our Essential plan, you'll no longer be reacting to IT issues, you'll be preventing emergencies and costly downtime through basic maintenance of individual workstations as well as your network. Our remote monitoring and management tools will perform automated maintenance tasks around the clock to prevent critical issues and disruptions. The Essential plan does not include technician support or offer our dispatch service level agreement (SLA). The base plan includes up to 5 workstations and one server; additional servers and workstations can be easily added at any time.

✓ **ANTI-VIRUS MONITORING**

✓ **WEEKLY APPLICATION UPDATES**

✓ **PROCESS & SERVICE MONITORING**

✓ **HARD DISK AND HARDWARE MONITORING**

✓ **WEEKLY SYSTEM UPDATES**

✓ **OFF-LINE SERVER MONITORING**

✓ **HEALTH REPORTS TO YOUR EMAIL**

✓ **INTERNET OUTAGE MONITORING**

✓ **SERVER PERFORMANCE MONITORING**

✓ **PC PERFORMANCE MONITORING**

✓ **SERIAL NUMBER MANAGEMENT**

✓ **U.S. BASED SUPPORT TEAM**

P PRO - *Starting at $299*

Our Pro Plan is designed to be all-inclusive, providing your business with the fastest, most efficient support and issue resolution for the best price. The Pro Plan includes everything from the Essential Plan, plus unlimited remote and phone support, access to our ticketing system, and emergency on-site support. IT Support Guys basically becomes your corporate help desk. Our fixed rate maintenance plan allows you to avoid expensive one-time emergencies other companies bill by the hour. The base plan includes up to 5 workstations and one server; additional servers and workstations can be easily added at any time.

INCLUDES ESSENTIALS FEATURES PLUS:

✓ **UNLIMITED REMOTE SUPPORT**

✓ **UNLIMITED PHONE SUPPORT**

✓ **SERVER MANAGEMENT**

✓ **PRINTER SUPPORT**

✓ **NETWORK MANAGEMENT**

✓ **ANTI-VIRUS MANAGEMENT**

✓ **PERSONALIZED IT PLANNING**

✓ **EMERGENCY ON-SITE SUPPORT**

W WORKS - *Starting at $499*

The Works Plan is the smart choice for organizations with critical data on every device who need comprehensive coverage. This plan provides all the round-the-clock monitoring and help desk support of the Essential and Pro Plans, plus anti-virus software licenses, and backups on every server and workstation. Each backup features military-grade encryption and 10GB of storage per device. The base plan includes up to 5 workstations and one server; additional servers and workstations can be easily added at any time.

INCLUDES ESSENTIALS & PRO FEATURES PLUS:

✓ **ANTI-VIRUS PROTECTION SOFTWARE**

✓ **DATA BACKUP SOFTWARE**

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