

NEARLY ALL DESKTOP, SYSTEM AND NETWORK PROBLEMS ARE PREVENTABLE



Gartner global technology research experts predict that 90% of North American companies will use remote infrastructure managed services by 2014

THE CHALLENGE

Are you spending more time worrying about your technology than running your company?

Small-to medium-sized businesses, just like larger enterprises, agree that their computer network's security and reliability are some of their most important business priorities. They know that disruptions to critical IT systems can pose much larger problems than just unexpected repair costs.

Indeed, spam, spyware, and viruses are serious threats to your operation. One server crash and an entire office can dissolve into an unproductive chaos for hours or even days, resulting in lost dollars and clients. As businesses grow, there's a subsequent greater reliance on IT. And many companies find that the resources required to support an increasingly complex IT infrastructure become expensive and complicated.

It's essential that your technology runs efficiently and effectively. But most business managers can't afford to devote the huge amount of time and budget needed to manage their increasingly complex technology themselves.

THE SOLUTION

We can ensure the confidentiality, integrity and availability of your critical business data.

With today's exponential explosion in technology, it makes perfect sense (and dollars) to let IT experts like Restech monitor and secure your critical systems.

We understand that your investment in information technology has been made for one reason: to enable and enhance your business's success. Disruptions and downtime are simply not acceptable scenarios. The good news is that most interruptions are avoidable, or at least predictable.

Our Total Care Managed IT Services ensures your technology health by providing proactive maintenance and monitoring. For a predictable, monthly fee, we help you avoid the kind of "break/fix" catastrophes that not only disrupt your workplace, but also can often result in emergency visits and higher repair charges. We maintain logs for your server disk drive and perform regular network and data security audits in order to predict problems weeks before they occur.

Your staff can contact our efficient Help Desk for prompt assistance. Most issues can normally be addressed over the phone or via remote access assistance, without onsite visits. Should a problem require on-site assistance, we'll schedule a technician as quickly as possible.

Communication is key: We become a close partner in your business success, employing best practices, providing vendor liaison services and scheduling regular strategic meetings to make sure your IT services are kept in alignment with your company's development. It's important you understand your technology options as your organization evolves.



220 Phlox Avenue
Metairie, LA 70001

T: 504-733-5633
F: 504-733-9811
www.restech.net

Preferred Partner



“OUR ONGOING RELATIONSHIP WITH RESTECH HAS BEEN AN EXCELLENT ONE. WITH THEIR REMOTE TOTAL CARE MANAGED IT SERVICES, WE’RE ASSURED THAT OUR CRITICAL IT NEEDS ARE FULLY ADDRESSED 24/7. HAVING RESTECH IMPLEMENT AND MAINTAIN ALL OF OUR TECHNOLOGY HAS PROVIDED US TOTAL PEACE OF MIND.”

Diane Bailey, Colvin Law Firm, APLC.



RESTECH TOTAL CARE MANAGED IT SERVICES

BASIC FEATURES INCLUDE:

- 24/7 system monitoring and management
- Daily spyware scan and removal, antivirus protection, monitoring and definition synchronization
- Disk space threshold alerts
- Preventative maintenance check with monthly reports
- Weekly system updates and software patches
- Offsite backup
- User administration assistance such as password resets and e-mail account setup
- Unlimited Help Desk, remote support and onsite 7 am to 7 pm
- Network assessment
- Twice weekly automatic deletion of temporary internet files

KEY CUSTOMER BENEFITS:

- Improve business efficiencies with proper utilization of technology resources
- Lower, predictable IT budget thanks to preventative and proactive maintenance
- Fast identification and elimination of risks that could put your company at risk
- 24/7 access to a team of IT experts
- Consistent relationship for your critical technology needs
- Ongoing communication
- Proactive threat management and elimination
- “No question too small” philosophy Help Desk
- Assurance of smooth and consistent operation
- Strategic meetings with key personnel to develop and maintain a proper technology strategy for your business

ABOUT RESTECH

Restech has offered proactive, enterprise level IT solutions and services to the SMB market for nearly 20 years. Located just outside of downtown New Orleans, the company works closely with a variety of vertical markets to provide managed services, security, virtualization, disaster planning, e-mail archiving and unified communications.

We welcome the opportunity to discuss how our Total Care Managed IT Services can provide the kind of management tools you need for total peace of mind. Call us today for a complimentary consultation and to see how our managed services package would be most appropriate for your business needs and goals.



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