

# MANAGED SERVICE MONITORING & REMOTE SUPPORT SERVICE



## You Don't Need To Be An IT Expert

When running a business, you have many responsibilities that keep you busy. Make your life easier by bringing in an expert to take care of all your IT needs. IT Resource is that expert, offering your business expert service and support. You don't have to know IT - that's our job.

## Levels of Service

To help you maximize your budget and to run as efficiently as possible, we offer four levels of service:

### Bronze

- Automated Help Desk Ticket System
- Internet Connection Monitoring (up/down)
- Basic Server(s) hardware and software Monitoring Service
- Monthly network and server health checkup

### Silver

Includes all items in Bronze plus:

- Full-time VPN (virtual private network) between your network and IT Resource's monitoring and support network
- Enhanced internal device monitoring and alerting
- Scheduled & as-needed remote and on-site support

### Gold

Includes all items in Silver plus:

- Hands-on server and network administration
- Scheduled & recurring on-site support

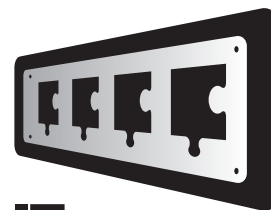
### Platinum

Includes all items in Gold plus:

- Virtual CIO Services
- Scheduled and as-needed senior IT consultative services

## What We Will Provide

IT Resource consultants and engineers will work with you and your staff to set up a stable IT environment at your business that provides the ability to easily monitor and manage your entire network system. We will also set up a secure connection from your network to the IT Resource monitoring and support network that allows our help desk technicians and network engineers to fully administer and support your systems. You will also gain access to our automated help desk and customer portal system for quick and easy issue resolution as well as to closely follow ongoing network projects. Based on the level of service you choose, IT Resource can be an extension of your existing IT staff, or provide everything your company needs concerning IT.



**IT**  
**Resource**

*Putting IT all together*

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