

SUPPORT PACKAGES



Total Care

The Service

After concluding what your enterprise needs are and what's the best way to help you in your business, we schedule how often will you need our local maintenance and support.

Adding to the tasks we can provide during our local maintenance and support such as, servers, computers, networks, communications and devices maintenance, backup tasks and restore tests (to ensure backup integrity), there's also remote problem solving, and additional consulting services for emerging needs.

This way, we ensure that your enterprise IT systems remain always safe and up-to-date.

Along with Microsoft products we also provide virtualization services, giving your business total flexibility and a wide array of options related to it. For instance, we can setup your system to be available from virtually any part of the world, at any time.

If you need even a more versatile option where you can't have a computer nearby, we offer mobile e-mail too. This way, you can be always updated with your business by receiving e-mails on a mobile device such as BlackBerry.

You can benefit from our support services by contacting us through telephone, e-mail, messenger and website.

IT Infrastructure

There are several services and applications that need to be available in order to make your infrastructure run correctly. Depending on your business needs, we analyze your environment and after discussing with you the options available, we implement the correct services and applications for each situation. Some examples of operating systems, services and applications we work with in this domain are: Microsoft Windows 7, Microsoft Windows Server 2008 R2, Microsoft Exchange, Microsoft Active Directory, Microsoft SQL Server, Microsoft Systems Management Server, Microsoft SharePoint and Microsoft Communication Server.

The Total Care package allows you to completely trust your IT structures to our technicians, and it gives your enterprise a safe and fully integrated service. Because maintenance of IT Systems and close support is important, this care pack includes all the services we can provide, based on a consulting plan specific for each need.

Scheduled Service

We offer weekly, fortnightly and monthly visits to your facilities, accordingly to your needs, but also, our remote support is available 24 hours a day and 7 days a week.

During our local support and maintenance service, we offer personalized support for the needs of each co-worker.

In all cases, we offer a fast and efficient support.

Billing

This type of service requires a monthly charge. This is based on the dimension of your infrastructure, its specific needs and is settled earlier in the process.

Further Improvements

You also benefit from the integration of Microsoft Dynamics CRM. This means you can request our support services by registering your problem (creating a CRM case) straightly into our website. This way, you don't need to contact us by phone, e-mail or messenger, and your problem goes directly into our database for analysis, and fast problem solving.



