



THE CITY TECHNOLOGY GROUP

MSP INNOVATIONS



Where Business Meets Technology

An IT partner not provider. We have been working hard to enhance your customer service experience and to improve upon the manner in which your network helps you conduct business. Technology is the number one budget item after human resources, yet it is the least understood. Allow us to use our expertise to help you reduce your maintenance costs and increase the service quality and reliability of your IT infrastructure.

The City Technology Group is not your standard "break-fix", "shade-tree IT guy" that will come to your organization, place a bandage on your technology issue, and leave with a check. We are a solution



One of the major challenges in maintaining a computer network is trying to predict what will fail and when. With our proactive managed services solution, we can prevent many network failures from ever happening. By combining regular preventative maintenance and comprehensive real-time monitoring of your critical network and desktop devices, we ensure the reliability and stability of your IT assets.

This solution is so effective, our customers see almost immediate results. A regularly maintained network means fewer failures, yielding higher productivity and savings on support costs for you. At the same time, your exposure to security risks is dramatically lessened, and frustration from unstable IT resources almost vanishes. We allow our customers to focus on their core business functions by taking the worry out of owning a computer network.

Do these issues plague your business?

- **Network neglected?** Is yours perceived as a "necessary evil" and not as integral to improving business performance?
- **Untimely network failures?** Not knowing what will fail and when, and then having to wait for a technician to arrive?
- **Access problems?** Databases or files containing important client information ever lost, not accessible or corrupted?

Program Advantages:

- **Prevention of network problems and failures:** Through early detection of impending issues, we can work to resolve many issues before they can affect your network and your employees' productivity.
- **Avoided incidents:** Using advanced troubleshooting and rapid analysis, we resolve network issues on detection, before they have the opportunity to grow into failures or disruptions.
- **Faster issue resolution with full-time network monitoring:** With 24x7x365 monitoring, we dramatically shorten the time from computer failure to issue resolution. Our technicians always know the health of your network.



Program Features:

- Server Configuration Management** provides the utmost in security and productivity by designing, deploying and enforcing standardized server configurations.
- Management of Your Backup Solution** protects you from data damage or loss. We monitor, manage and test your custom data backup plan, as well as re-evaluate the plan to verify it is optimized.
- Antivirus Monitoring and Updates on Servers** ensures your antivirus programs are functioning properly and that the latest industry security updates to your systems are being received and installed.
- Patch Management** ensures all of your Windows servers have the most up-to-date security and system patches, helping to optimize performance and minimize security risk.
- Unlimited Maintenance and Emergency Support** ensures the utmost in network stability and reliability. Your single monthly price covers all network and server support.
- Comprehensive Reporting** provides information on a wide variety of areas. Whether it's for troubleshooting or long-term planning, on-demand or scheduled, we have the reports you need.

Standard Features	Description
IT Consulting	Network health reports, regular IT strategy meetings and procurement assistance
Complete Server Monitoring	Monitoring of the health and performance of your servers and shared applications
Networking Control	Monitoring and continuing maintenance of your LAN, WAN, domain and VPN
Backup Essential	Monitoring the success of your onsite backup solution
Absolute Security	Encryption, digital rights, intrusion prevention and a hardened environment
24x7 Response	Technicians are available around the clock to resolve your IT support issues
Asset Reporting	Greater control of your IT assets through regular audits of what you have
License Compliance	Verifying the software you own is what is really being used by your employees
IT Asset Lifecycle Management	Ongoing upgrades, replacement and disposal of all hardware and software
Optional Features	Description
Database Design and Management	Design and ongoing support of custom databases by our senior IT consultants
Email & Messaging Services	Management of your email, spam filtering and mobile messaging services



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