



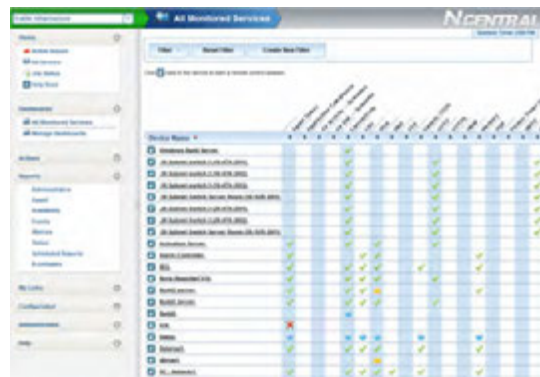
THE CITY TECHNOLOGY GROUP

MSP INNOVATIONS



Desktop Support when you need it

Like all businesses, you depend on your network. Have you ever needed to send an important email or access vital information, but the system or data was inaccessible? Traditional support models have you call for help, and wait for a technician to be dispatched to troubleshoot the problem. In some cases, making multiple trips for parts! This model forfeits precious uptime for diagnosis, travel and repair - all on your dime. We've put an end to that.



Our responsive offering gives you the assurance that your organization's IT infrastructure receives the required level of support. Built on the strength of our suite of tools and our renowned customer service, we respond rapidly to changes in the health of your network and applications, and to your requests for help. Efficient troubleshooting means that we get you up-and-running faster than ever.

Our enterprise-class IT support and monitoring capabilities empower us to dramatically reduce the time it takes to diagnose and resolve network problems or failures. This translates into increased employee productivity and cost savings for you. In some cases, problems can be avoided before they even happen.

Do these issues plague your business?

- **Downtime impact?** Are IT outages distracting your staff from their core focus, or prohibiting them from working efficiently?
- **Slow service?** Is your current service provider slow to react to your problems, costing you more in lost time and productivity?
- **No formal agreement?** Are you missing a vital service agreement to protect your entitlements and support levels?

Program Advantages:

- **Increased productivity:** Continuous insight into your network lets us reduce the business impact of IT failure by shortening the time from network failure to issue resolution.
- **Unlimited helpdesk support:** Helpdesk support when your employees need it the most, and as much as they need. We deal with any desktop performance issues or "how to" questions your staff may have.
- **A true IT partnership:** Our goal is to be your outsourced IT Department. Be confident that a team of experienced, highly skilled IT professionals will manage and maintain your network.

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



Program Features:

- **Unlimited Helpdesk Services** assist your employees with any technology problems or questions that they have, and remotely resolve PC performance issues they may be experiencing.
- **PC Health and Performance Monitoring** verifies your organization's computers are running in a stable and secure fashion. We monitor for health, error conditions, and overall performance of PCs.
- **Patch Management** ensures all of your Windows PCs have the most up-to-date security and system patches, helping to optimize performance and minimize security risk.
- **Anti-virus Management** ensures the proper operation and updating of your anti-virus software on all PCs. We make sure your anti-virus software is doing its job and respond to alerts.
- **PC Configuration Management** provides the utmost in security, user productivity and supportability. We design, deploy and enforce standardized PC configurations.
- **Regular Reports** allow us to keep you updated, between review meetings, on our support performance and how your network has been functioning.

Standard Features	Description
Unlimited User Helpdesk	Unlimited helpdesk services for PC users, included in your monthly fee
Remote Response	Technicians work remotely on your network to resolve issues
PC Care & Maintenance	Ongoing preventative maintenance of your PCs to make them reliable and secure
Onsite Response	Technicians are dispatched to your office when IT support issues arise
Complete Monitoring	In-depth health performance monitoring of all elements of your business' IT assets
Security Basics	Ensuring your existing network security investment is doing its job
Networking Basics	Monitoring the vital statistics of your routers, switches and VPN equipment
Backup Foundation	A managed backup and recovery plan to ensure your data is properly protected
IT Consulting	Network health reports, regular IT strategy meetings and procurement assistance
IT Asset Lifecycle Management	Ongoing upgrades, replacement and disposal of all hardware and software
License Compliance	Verifying the software you own is what is really being used by your employees
Standard Reporting	Network health reporting and quarterly reviews with our experts



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