



PROVIDING
BUSINESS
VALUE

IT ASSIST is...

- A flexible service which augments your internal resources to the level required.
- A cost-effective way to increase the value of technology in your organization.
- A way to improve productivity & security in your organization.

Improve Productivity:

- Automation is the key to productivity; tasks can be performed better, quicker, & more consistently.
- On average, support calls drop by 50%, 30% of issues are resolved on the same call and 50% of issues within the same day.
- An automated resolution system will improve your systems uptime by resolving on average 70% of found issues automatically.

Reduce Risk:

- 24x7 monitoring, 8x5 alerting to your team or our team.
- Reporting & accountability process to ensure issues do not "drop through the cracks"
- A variety of security service options including reporting, vulnerability assessments, penetration tests.

Leverage IT as a Competitive Advantage:

- Use of the management tools and portals that we use to manage thousands of devices.
- A cadence for thought leadership such as development of 5-year IT strategic plans.
- Access to our local peer group and our national partner network of specialists.

IT ASSIST
Maximizing the Value of IT