



My IT Department™

Worry-Free IT Management

OUTSOURCEIT

A Complete and Responsive IT Management Partner

My IT Department offers comprehensive services for your workstations, servers and network management to simplify your business demands. Whether you need full IT services or assistance in one or more areas, **OUTSOURCEIT** will customize a solution to fit your needs. As your technology partner, we take command of the critical tasks to keep your systems up and running and optimize network performance at significant savings. We use a consultative approach to evaluate your business and technology needs, then advise you on the best solutions for your current and future requirements. No matter how great or small your business demands, **My IT Department** provides a tailored solution to manage, monitor and maximize your IT resources.

Proactive Protection and Response

Our proprietary support tools directly improve the reliability and performance of your business technology by continuously monitoring and proactively managing IT systems. These services connect your network site, including your headquarters, satellite offices and teleworkers, to our network operations center so we can monitor all systems. From PC crashes to server administration, we can rapidly resolve unforeseen technology issues and produce meaningful activity reports.

Onsite and Remote System Administration Service

My IT Department provides insight to prevent network disasters. The ability to predict, quickly identify and resolve problems in the network infrastructure is the cornerstone to maintaining peak performance. **OUTSOURCEIT** provides unlimited onsite and remote support by qualified engineers and a team of Subject Matter Experts for Microsoft server applications, VMware virtualization infrastructure, Citrix, Cisco networking, Deltek and network security. These comprehensive system administration services keep your systems running and your business productive.

Benefits

- Excellent customer service with a dedicated Account Manager and Chief Information Officer (CIO)
- 24/7 support and guaranteed response times
- Controlled IT expenses with our fixed monthly fee
- Faster performance and less downtime with our monitoring processes
- Trusted advice from certified Subject Matter Experts
- Unlimited onsite and after-hours emergency support
- Issue tracking through our client portal and ticketing system
- Single point of contact for all technology needs

OUTSOURCEIT continuously monitors your IT operations from anywhere, 24/7. Now you can have confidence that your network is running efficiently and trouble-free.



Services Included

All My IT Department Service Solutions Include:

- CIO Strategic Consulting and Planning
- Online Case Ticketing Management
- Subject Matter Experts for Microsoft Server Applications, VMware, Citrix, Cisco, Deltek, Network Security
- Hosted Spam Filtering – Postini Software
- Management Reports
- Best Practice Policy Management

PC Management

- 24/7 Support
- Unlimited Phone Support
- Unlimited Remote Control Support
- Unlimited Onsite Support
- Microsoft Application Support
- Emergency After-Hours Support
- Online Asset Management
- Desktop Optimization and Management
- Spyware and Adware Protection and Removal
- VPN Client Management
- Antivirus Software Subscription
- Microsoft Patch Management
- Built-In Workstation Backup and Recovery
- PC and Printer Setup

Server Management

All Services for PC Management Plus:

- Service Availability Monitoring
- Log File Maintenance
- Server Optimization and Management
- Drive Space Management
- Print Server Management
- Server Application Administration
- DB Server Administration
- Backup Software Administration
- Vendor Support Coordination
- Built-In Server Backup and Rapid Crash Recovery (as little as 2 hours)
- User Account Administration
- File Sharing Administration
- File Security Administration

Network Management

- Network Security Management
- Service Availability Monitoring
- VPN Management
- Firewall Management
- Router Management
- Switch Management
- Wi-Fi Device Management
- Network Device Backup and Recovery
- Cisco Networking