

# ITECH Solutions Managed IT Services

## A Proactive, Preventative Solution

ITECH Solutions knows how much your business depends on the reliability of its network and computers. We work with any size business to ensure you are using technology as a tool to increase productivity and profits. Technology should fit the needs of your business – your business should not have to fit the needs of technology – which is why ITECH Solutions partners with you to find a complete technology solution that fits your businesses needs. ITECH Solutions can work with any size budget and do not require the use of excess technology that calls for resources which may extend past your current budget just to qualify you as a client

ITECH Solutions Complete Managed IT Service consists of our ITECH Net Manage, ITECH Sentinel Maintenance, and ITECH Safe Backup services. Combining all three of these service plans will ensure that your computers and network will run efficiently and reliably, boosting productivity, and reducing costs and overall risk.

***“Technology should fit the needs of your business – your business should not have to fit the needs of technology”***

**Brian Weiss**  
 CEO, Director of IT Services  
 ITECH Solutions



**ITECH Net Manage** not only ensures you have a qualified team ready to service your equipment but also the real time data to ensure its being done on time, when needed, and using the most advanced network asset tracking and performance monitoring.



The **ITECH Sentinel Maintenance** plan is designed to alleviate the stress of having an unknown month to month IT service expense and includes regular scheduled appointments to address any computer or network issues including maintenance.



**ITECH Safe Backup** takes the backup responsibility out of your hands and into the hands of a trained IT professional, making sure that backups are done regularly and reliably. Optional offsite replication protects against disasters.

***“ITECH Solutions has kept our network rock-solid and trouble free for years. It’s rare when we have a problem, but when we do, it’s taken care of quickly and efficiently...”***

**David Garth**  
 CEO/President

SLO Chamber of Commerce

# ITECH Solutions IT Service Plans



ITECH  
Net Manage



ITECH Sentinel  
Maintenance\*



ITECH  
Safe Backup\*

	Hourly	Monthly	N/A
Labor Service Rate	Hourly	Monthly	N/A
Onsite Emergency Response	2 hours	2 hours	N/A
Emergency Charge	Yes	No	N/A
Travel Charge	Yes	No	N/A
After Hours Premium	Yes	No	N/A
<b>Computer Network Management</b>			
Dedicated Technician Assigned to your Account	■	■	■
Integrated Help Desk Ticket System	■	■	■
Integrated Online Chat	■	■	■
Ticket Management via Email	■	■	■
Monthly Service Detail Report	■	■	■
Up to Date Hardware & Software Inventory (Assets)	■	■	■
Automated Windows Security & Patch Updates	■	■	■
Spyware & Virus Protection Monitoring	■	■	■
Intrusion Detection and Prevention	■	■	■
System and Event Log Error Alerts	■	■	■
Server and Network Health Reporting	■	■	■
Real-Time Server and Network Performance Monitoring	■	■	■
Backup Operation Monitoring (Success/Failure - with ITECH Safe Backup)	■	■	■
Automated Delivery of Preventative Services	■	■	■
<b>Computer Network Maintenance</b>			
Steady Monthly Labor Service Cost		■	
Up to 25% Labor Service Savings		■	
Free Hardware & Software Estimates		■	
12 Month Server & Network Health Report Review		■	
12 Month IT Budget Review Meetings		■	
Preventative Server and Workstation Maintenance		■	
Third Party Software Security & Patch Updates		■	
Third Party Vendor Management		■	
Security and Network Audits		■	
Disaster Recovery Planning		■	
Scheduled Onsite Visits		■	
Firewall, VPN & Router Management		■	
Server and Security Administration		■	
User Account Administration		■	
Project Planning and Deployment		■	
Disaster Recovery Planning		■	
<b>Computer Network Backup &amp; Disaster Protection</b>			
Central Backup Management for all Computers			■
Real-time Automated Disk Imaging for all Computers			■
Multiple Restore Dates with Point in Time Backups			■
Full System Restoration can take Less than One Hour			■
Optional Automated Offsite Backup Replication			■
Optional Disaster Recovery Protection (Does not include off-site storage space)			■

\* ITECH Sentinel Maintenance and Safe Backup plans require subscription to ITECH Net Manage

