

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.

“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 it is being done on time, when needed, and using the most advanced network asset tracking and performance monitoring. These tools allow ITECH Solutions to proactively monitor and address any potential problems, which is substantially differentiated from traditional break-fix, time & material response.



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. Unlike conventional file-based only products, ITECH Safe Backup creates an image of the entire system state – including operating system, business applications, user settings, drivers, and data – giving ITECH Solutions the framework to completely rebuild a downed system in less than an hour.



The **ITECH Sentinel Maintenance** plan is designed to alleviate the stress of having an unknown month to month IT service expense and includes a quarterly block of hours, which allows your company to have regularly scheduled appointments to address any computer/network issues and/or maintenance.

“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 Options

	Break/Fix	Management & Backup	Management, Backup & Maintenance
Labor rate	\$125/hour	\$100/hour	\$75/hour
Per workstation monthly cost	None	\$10/month	\$40/month
Per server monthly cost	None	\$15/month	\$90/month
Monthly minimum	None	None	\$200/month
Emergency response	6 hours	4 hours	2 hours
Emergency charge	\$50/hour	\$25/hour	None
After hours premium	\$125/day	\$100/day	None
Travel charge based on city	Yes	Yes	None
Integrated help desk ticket system	■	■	■
Ticket management via email or phone	■	■	■
Monthly service detail report	■	■	■

NET MANAGE

Dedicated technician team assigned to your account		■	■
24x7 monitoring, alerting, and reporting for all systems, even remote users		■	■
Real time hardware & software inventory (Assets)		■	■
License key retrieval and duplicate license discovery		■	■
Automated windows security & patch updates		■	■
System & event log error alerts and detection of security vulnerabilities		■	■
Automated delivery of preventative services		■	■
Hard drive free space monitoring & defragmentation and check disk		■	■

SAFE BACKUP

Central management allows remote monitoring of the entire backup process.		■	■
Backup failure alerts for proactive backup maintenance		■	■
Image backups include full system state (OS, business applications, user settings and data)		■	■
Multiple restore dates with point in time imaging		■	■
Full system restoration can take less than one hour		■	■
All backup sets are encrypted and password protected		■	■
Reliable offsite backup solution (opposed to unreliable internet backup solutions)		■	■

SENTINEL MAINTENANCE

Steady monthly service cost			■
Includes quarterly block of hours based on \$75/hour rate			■
Onsite and remote support			■
Third party vendor management			■
Project planning and deployment			■
Backup management, maintenance, and disaster recovery planning			■
Preventative maintenance includes:			
Third party software security & patch updates (Office, Accounting, etc)			■
Firewall, VPN & router management			■
Server & security administration and network audits			■
Clean dust out of computers and perform mailbox maintenance			■
Removal of un-needed startup programs, temp files, and un-needed programs.			■
Adware, spyware and virus removal			■

To qualify for monthly service plan savings, all computers must be included. Sentinel Maintenance labor rate is for quarterly block of hours only. Normal \$100/hour labor rate applies after Sentinel Maintenance quarterly block of hours are used. Sentinel Maintenance quarterly block of hours do not roll over. Workstation monthly cost does not include ITECH Safe Backup which can be added for \$5/month per workstation and may require additional backup hardware.