

Are you spending more time worrying about your technology than running your company?

Most business managers can't devote the huge amount of time and budget required to properly manage their technology.

THE CHALLENGE

It's essential that your technology runs efficiently and effectively. Small- to medium-sized businesses, just like larger enterprises, agree that their computer network's security and reliability are some of their most important business priorities. They know that disruptions to critical IT systems can pose much larger problems than just unexpected repair costs.

Spam, spyware, and viruses are serious threats to your operation. One server crash and an entire office can dissolve into an unproductive chaos for hours or even days, resulting in lost dollars and clients. As businesses grow, there's a subsequent greater reliance on IT. And many companies find that the resources required to support an increasingly complex IT infrastructure become expensive and complicated.

“Information security teams and infrastructure must adapt to support emerging digital business requirements, and simultaneously deal with the increasingly advanced threat environment.

Security and risk leaders need to fully engage with the latest trends if they are to define, achieve and maintain effective security and risk management programs that simultaneously enable digital business opportunities and manage risk.”

Neil MacDonald, Gartner

THE SOLUTION

We will ensure the confidentiality, integrity and availability of your critical business data.

With today's exponential explosion in technology, it makes perfect sense (and dollars) to let IT experts like Restech monitor and secure your critical systems.

We understand that your investment in Information Technology has been made for one reason: to enable and enhance your business's success. Disruptions and downtime are simply not acceptable scenarios. The good news is that most interruptions are avoidable, or at least predictable.

Our Total Care Managed IT Services ensures your technology health by providing proactive maintenance and monitoring. For a predictable monthly fee, we help you avoid the kind of “break / fix” catastrophes that not only disrupt your workplace, but can also result in emergency tech visits and higher repair charges. We maintain logs for your server disk drive and perform regular network and data security audits in order to predict problems – weeks before they occur.

Your staff can contact our efficient Help Desk for prompt assistance. Most issues can normally be addressed over the phone or via remote access assistance without onsite visits. Should a problem require on-site assistance, we'll schedule a technician as quickly as possible.

Communication is key: We become a close partner in your business success, employing best practices, providing vendor liaison services and scheduling regular strategic meetings to ensure your IT services are kept in alignment with your company's development. It's important you understand your technology options as your organization evolves.

RESTECH TOTAL CARE MANAGED IT SERVICES

BASIC FEATURES INCLUDE:

- 24/7 system monitoring and management
- Daily spyware scan and removal, antivirus protection, monitoring and definition synchronization
- Disk space threshold alerts
- Preventative maintenance check with monthly reports
- Weekly system updates and software patches
- Offsite backup
- User administration assistance such as password resets and e-mail account setup
- Unlimited Help Desk, remote support and onsite 7am to 7pm
- Network assessment
- Twice weekly automatic deletion of temporary internet files

KEY CUSTOMER BENEFITS:

- Improve business efficiencies with proper utilization of technology resources
- Lower, predictable IT budget thanks to preventative and proactive maintenance
- Fast identification and elimination of risks that could put your company at risk
- 24/7 access to a team of IT experts
- Consistent relationship for your critical technology needs
- Ongoing communication
- Proactive threat management and elimination
- “No question too small” philosophy Help Desk
- Assurance of smooth and consistent operation
- Strategic meetings with key personnel to develop and maintain a proper technology strategy for your business

“Our ongoing relationship with Restech has been an excellent one. With their remote Total Care Managed IT Services, we’re assured that our critical IT needs are fully addressed 24 hours a day, 7 days a week.

Having Restech implement and maintain all of our technology has provided us total peace of mind.”

Diane B., Colvin Law Firm, APLC

ABOUT RESTECH

Restech works to make your IT life easier.

Implementing proactive IT solutions and services to the small and medium business market for 25 years, we are located just 15 minutes from downtown New Orleans.

We provide managed IT services, network protection & security, virtualization & cloud, disaster planning & recovery, helpdesk support, project management, cabling installation, and more.

We welcome the opportunity to discuss how our Total Care Managed IT Services can take the weight of your IT issues – so you can get back to doing what you do best.

Call us today for a complimentary consultation and to see how our managed services package can integrate with your business to help reduce costs and increase profitability.