

INTELLISUPPORT: CUSTOMIZED DESKTOP-TO-CLOUD IT INFRASTRUCTURE MANAGEMENT

When your infrastructure is not working to maximum efficiency, it's costing you time and money. It can cripple your business and reduce your competitiveness.

Our IntelliSupport service eliminates downtime. It provides customized desktop-to-cloud infrastructure management, from network consulting to complete technical support for desktop systems, physical networks, virtual networks, and all the elements in between, such as servers, routers, switches, and wireless access points.

With IntelliSupport, you get end-to-end service and support for every element in your network during regular office hours, or you can opt for support 24 hours a day, seven days a week, and 365 days a year. And if something goes wrong, there's only one number to call for immediate access to our team of experts.

Get the Right Service Level for Your Organization

IntelliSupport allows you to build custom IT infrastructure support services that complement, extend, or completely outsource your ongoing IT service needs based on three options:

- Help Desk Desktop Support
- Blocktime Service
- Monthly Service

Once you choose the option that's right for your business, we work with you to identify critical IT service levels, match them to maximum response times, and extend or restrict support to specific applications. And, we offer a full range of service level agreements that back our service commitments with guaranteed response rates.

Help Desk Desktop Support

Our Help Desk Desktop Support services give you all the benefits of having a fully staffed IT department for only a fraction of the cost. Choose from a variety of support options that provide solutions to the network and computer problems that plague you most often.

And, our services are proactive. Because we remotely monitor more than 5,000 aspects of every system's performance on your network, we can anticipate and correct many problems before they occur.

Blocktime Service

IntelliSyn's Blocktime Service provides a variety of technical support and consulting options at a significant savings compared to standard per incident or time and materials support pricing plans. With this service, you purchase blocks of hours with rates set according to the range of hours purchased. Blocks of time can be as low as 10 hours and there is a price advantage for larger time blocks.

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Once a Blocktime Service contract is in place, you can apply the hours purchased to any type of service:

- Audit
- New installation
- Troubleshooting and repair
- Migration
- Training
- General consulting

Hours are applied against the efforts of our team to resolve your problems when they arise, or for general consultation. Services provided include identification, research, follow-up, and resolution through e-mail and phone support, remote login diagnostic assistance, and on-site analysis.

For more flexibility, you can set aside a certain amount of hours for scheduled, periodic network maintenance or monitoring.

Monthly Service

If you need a service contract based on certain services being provided over a specific time period, such as maintenance, remote monitoring, on-call support, or help desk support (either in-house or external), we offer a hassle-free, fixed-rate monthly service contract option that provides a higher level of IT insurance for greater peace of mind.

Find Out More

To find out more about how IntelliSyn desktop-to-cloud communications solutions can power your business, call:

Toll-Free: 1 (866) 266-1985

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full range of
service level
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