

# Managed Services - Server and Desktop

Delivering Extreme Value, Excellence & Peace of Mind 24x7



## Managed IT Services for the SMB

### Virtual Service Desk

Having a live help desk provide end-users with immediate support is a key component needed to our managed service. While a large companies have IT departments to this function in-house, SMB may not consider this as a core competency or do not have the right operational skills to run a live help desk service.

We provides a live help desk service from our Service Desk in Pittsburgh, PA. The Service Desk is staffed with experienced Level 2 technicians who have had 2-6 years of work experiencing supporting end-users on server, desktop and network level issues. This service is delivered using a combination of phone and remote control tools that are a part of our monitoring software. Currently, this service is available between 8am-10pm EST, Monday through Friday, with optional (at no extra charge) 24x7 after-hours and weekend coverage provided by an on-call system. Our Service Desk can be reached via a toll free 800 number or email.

The Virtual Service Desk covers a number of commonly used applications, all of the software listed below is included but not limited to the following. All third party and "Line of Business" apps will be handled on a best effort basis.

#### Desktop Publishing

Adobe Acrobat and Reader for PC  
Adobe Photoshop for PC

#### Office Suites

Microsoft Office 95/97/2000/XP/2003

#### Email

Microsoft Outlook 2000/XP/2003  
Microsoft Outlook Express

#### Word Processing

Microsoft Word 95/97/2000/XP/2003

#### Domain

User account reset and creation Network  
Share Rights and creation

#### Desktop Operating Systems

Microsoft Windows XP  
Microsoft Windows 2000  
Microsoft Windows NT

#### Graphics

Microsoft FrontPage  
Microsoft Powerpoint 2000/XP/2003  
Microsoft Visio

#### Browsers

Internet Explorer 5.0 and above

#### Anti-Virus

McAfee Anti-Virus  
Norton Anti-Virus

#### Database

Microsoft Access 2000/XP/2003  
SQL Backup and Restore

#### PC and Network

Network connectivity  
General PC hardware diagnosis  
Printers, drivers, and queues Database  
Connectivity  
ODBC Connections

#### Wireless

Wireless 802.11 Connectivity  
PDA's – Palm OS and Windows OS  
Blackberry  
Microsoft Active Sync