



Centre
TECHNOLOGIES

PREMIER BUSINESS SOLUTIONS

BUSINESS TECHNOLOGY EXPERT

Your dedicated IT resource for managing technical complexities specific to your business.

Technology in business is ever-changing and evolving. Support your technology initiatives with a subject matter expert managing everything from workstations, to backups, to A/V and patches. Centre's Technical Account Manager (TAM) is available as a recurring subscription service offering a flexible cost model for high level IT staffing.



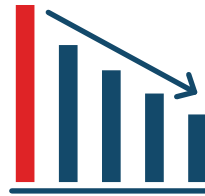
Dedicated hours from an assigned resource that functions similar to a traditional IT staff



Single point-of-contact for escalations, overseeing and managing Centre Assist service support tickets



Structured, paid service that is tailored to your requirements and budget



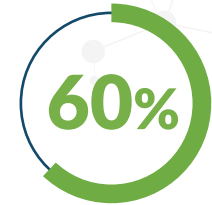
30% REDUCTION IN TROUBLE TICKETS

experienced by customers with an assigned TAM

23 YRS

AVERAGE IT EXPERIENCE

for Centre Technical Account Managers



CUSTOMERS BENEFIT FROM HAVING A TAM

as a dedicated resource with a traditional IT feel

IT MANAGEMENT

- Offers a higher level of dedicated technical support
- Prioritizes IT tasks aligned with technology goals
- Manages workstation assets
- Oversees system backups
- Facilitates audio/visual equipment, including video conferencing
- Oversees system security patches and updates

TECHNICAL SUPPORT

- Acts as a key escalation contact for your employees and Centre consultants
- Oversees all technical support (Centre Assist) service tickets
- Coordinates with Centre Assist to ensure timely and accurate issue resolution
- Provides subject matter expert with in-depth knowledge about your specific IT environment

IT STANDARDS

- Upholds your current IT policies, procedures and standards
- Works with your IT leadership to identify improvements and best practices for your future IT initiatives



Empower your TAM with a seasoned advocate for IT strategy, cost containment and budgeting.

ASK US ABOUT vCIO IT RESOURCING