



## MANAGED SERVICES

# TECHNICAL SUPPORT

Your extended team for resolving day to day business technology issues by delivering consistent and reliable support.

Enabling your workforce with business technology solutions comes with significant challenges. Enhance your organization's productivity by leveraging Centre's team of experienced IT consultants to manage everything from workstations, to servers, to network monitoring, to backups and patches. Centre Assist Managed Services is available as a subscription service, offering a flexible cost model with proven world class level of service.



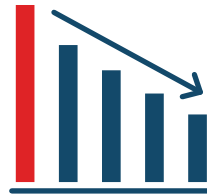
Experienced team of consultants that know your environment



Personalized service across your workforce and technology solutions



Visibility to centralized reporting of software licensing, budget forecasting, security and system patching



## OVER 10% REDUCTION IN ISSUES OVER TIME

enabling your team to be more productive

NEARLY

# 10 YRS

AVERAGE IT EXPERIENCE for Centre Assist Consultants



## CUSTOMER SATISFACTION RATING SCORE

per feedback from Centre Assist customers

### WORKSTATION MANAGEMENT + END USER SUPPORT

- Provides end user technical support
- Supports Microsoft and specialty applications
- Monitors systems hardware and anti-virus 24x7x365
- Maintains operating system, software and security patching
- Provides best of breed anti-virus software licensing and management

### NETWORK MANAGEMENT

- Delivers network device configurations, backup and performance management
- Maintains security firewalls, routers, switches, VPN connections, peripherals, ISPs and WiFi access
- Reports usage and forecasts future improvements

### SERVER MANAGEMENT

- Maintains operating system and security patching
- Provides best of breed anti-virus software licensing and management
- Supports, monitors and manages drive space, event logs, databases and critical applications
- Configures and manages Microsoft Exchange and user accounts

### BACKUP MANAGEMENT

- Configures and monitors backups
- Manages data recovery from backups
- Reports data backup statistics for quality assurance

### MICROSOFT O365 MANAGEMENT

- Configures and manages accounts
- Provides escalation support

### EMERGENCY AFTER HOURS SUPPORT

- Skilled consultants after hours
- 24x7x365 coverage availability



Empower your leadership with monthly, executive reporting of your network, workstations and servers.

**ASK US ABOUT CMAC™ DASHBOARD**

# SUPPORT TAILORED TO YOUR NEEDS

## CENTRE ASSIST MANAGED SERVICES SUPPORT LEVELS

	ELITE 24 x 7 x 365	PRO 24-HRS MONDAY-FRIDAY	BASIC 7am-6pm CST MONDAY-FRIDAY
Global 24x7x365 Support	✓	✓	
Unlimited On-Site Support*	✓	✓	
Emergency After Hours Support**	✓	✓	✓
Unlimited Remote Support***	✓	✓	✓
Server Management	✓	✓	✓
Backup Management	✓	✓	✓
Network Management	✓	✓	✓
Workstation Management	✓	✓	✓
Microsoft O365 Management	✓	✓	✓

\* Includes access to Emergency Dispatch of Field Resources supporting desk-side, break-fix and troubleshooting during selected Support Level coverage hours.

\*\* PRO Support Level includes support outside of normal business hours (before 7am or after 6pm) on weekdays (Mondays through Fridays). Pro Level excludes weekends (Saturday thru Sunday), starting 6pm on Friday though 7am on Monday. Elite Level includes full 24/7/365 support.

\*\*\* Includes weekdays (Monday thru Friday) during normal business hours.

# WHAT MAKES OUR SUPPORT BETTER

## ENTERPRISE SOLUTIONS. PERSONAL SERVICE. LOCAL TOUCH.

SERVICE OFFERING	LOCAL PROVIDER	NATIONAL PROVIDER	
Tier 1 Support	✓	✓	✓
Tier 2 Support	✓	✓	✓
Tier 3 Support		✓	✓
Multiple NOC's		✓	✓
Dedicated Onboarding Team		✓	✓
In-House Datacenter		✓	✓
Recurring Onsite Option Available	✓		✓
Enterprise Tools		✓	✓
Contractors	✓	✓	
Knows Your Customers	✓		✓