TECHNOLOGY ADVANTAGE®

Proactive Management to Increase User Productivity by Reducing Downtime

Having been in the IT industry since 1981, Corporate Technologies knows what businesses want, but more importantly, what they don't want – employees at a standstill due to problems with computers and the associated technology. Technology Advantage® offers a system that monitors and reports on desktops and monitors and supports servers and network infrastructure with connectivity 24 hours per day 7 days per week.*

Technology Advantage® Service Components include:

Help Desk
- Certified Technicians staff the Help Desk 24/7*
- Unlimited Tier 1 Help Desk calls are provided to all clients' devices that are on the Technology Advantage® program
- Day-to-day computer issues are resolved in real time for clients without having to be onsite
- Problems not resolved by the Tier 1 Help Desk are escalated to Tier 2 Remote Engineering Team or an Onsite Engineer*

Remote Monitoring and Maintenance
- Critical patch updates
- Real time responses to system failure alerts
- Reset and restart failed services remotely
- Network performance monitoring 24/7*
- Remote maintenance, network optimization, and policy enforcement

Onsite IT Support
- Issues that cannot be fixed remotely are assigned an Onsite Engineer
- Knowledge of network problem prior to arrival results in quicker resolution

* With certain levels of service. Onsite Engineer time will be deducted from your monthly hours.

Additional Features:

Onsite Survey
- Assessment of current IT environment and inspection of desktop and server room environment
- Consultation on user activity and system performance
- Assess and recommend changes to your current environment to optimize performance

Account Management
- Dedicated Account Manager
- Account Managers will assist in managing client projects, quotes, and escalations
- Leverage multiple vendors and distributors for the best solution for the client
- Monthly Network Assessments/Service Reports
- Scheduled Business Review

Platinum Level
- Email Defense Training & Testing
- Proactive Alerts and Emergency Tools
- Top Tier Business Anti-Virus
- Enterprise Level Spam Filtering and Monitoring