Vision IT

Information Services Options

Base Level Support: Basic phone support that will allow direct access to our IT service specialists.

➢ Examples:
- Coordinate the reinstallation of data base services such as SQL
- Minor system and equipment malfunction analysis
- Reconstruction of printing environment
- Backup and restore assistance

Coordination of IT services for more seamless software implementation

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Computer Repair Services:

- On-Site repair of a mechanical malfunction
- Broken component such as video, keyboard or mouse, hard drives, fans etc.
- Routers, Switches and Firewalls
- Minor Printer repairs
- In-House repairs lower hourly rates (Depot), some items such as handhelds, laptops have to be depot

Important to keep the non-productive time to a minimum

Remote Access Support:

- Diagnose and Resolve many problems without costly visits
- Non-productive time kept to minimums
- Increased efficiencies
- Lower TCO

Monitoring:

- Proactive approach to IT services
- Thresholds can determine where future failures may come from (Disk Space to Memory Limits)
- Track Licensing issues
- Software Versions for compatibility
- On Demand System Analysis

Email Pat at **it@visionms.net** to get started today!

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