

## Managed Services



*Systems downtime, viruses, spyware, losses of productivity... Are the computer systems you rely upon to run your business not working consistently and as expected? These distractions are unnecessary, time consuming and very expensive.*

Proactive

Flexible

Affordable

Managed

### *Managed Services . . . .*

In today's economical climate, more and more hospitality customers are looking for ways to work smarter with less. The need to focus on your core competencies is more important than ever. At Datanamics, we understand this.

Our focus is to keep your IT systems operational, available and secure so that you can focus on the everyday demands of expanding your business, managing costs and increasing revenues. We're here to help you realize the productivity gains and ROI you have been expecting from your computer systems all along.

Utilizing our unique framework for providing managed IT services, Datanamics provides a range of proactive services designed to optimize your technology investment and maximize the productivity of your people and business. A well maintained, proactively serviced network and its devices will always run better than the alternative.

By maximizing the benefits of technology daily, weekly, and monthly, IT tasks can be automated and scheduled to ensure all tasks are completed and reported consistently, and without fail.

### *Datanamics Features . . . .*

- Site Assessment and Inventory
- Proactive Service
- Management and Status Reporting
- Best Practice Driven
- Automated and Reliable

To keep you informed, you will receive regular communication and executive reports to let you know the overall health of your network and the results of our services. All communication and issues associated with your users and systems is tracked, reported, and retained for analytical, historical and audit purposes.

### *Datanamics Benefits . . . .*

- Reliability
- Security
- Reduction of Workload & Resources
- Increased Production
- Cost Management and Control
- Seamless Collaboration
- Expanded Knowledge Availability

Our goal is to serve as your technology partner with a focus on providing solutions. By using a consultative approach to evaluate your business and technology needs, we can advise on the best solutions for your current and future needs.



## *Datanamics Options . . . . .*

We provide you with a single source of professional expertise and resources that you need to streamline system management and support functions at an affordable price. We use advanced processes, tools, and methodologies to deliver superior services that match your needs.

Our managed services plan provides multiple service levels for work station, server and infrastructure management. Our comprehensive services are designed to keep your systems and personnel productive. Our program provides levels of coverage based on user desired results and budget, without compromising quality.

You can choose from a variety of service plans that range from routine system maintenance and management to complete IT outsourcing. Datanamics will help you turn your networks into an effective, efficient component of your growing business.

### **Basic Managed Services Plan**

- Case / Ticket Management
- Monthly System Status Reporting
- Unlimited Phone and Remote Support
- Asset Management
- Monitoring and Alerting
- Patch Management
- Anti-Virus Management
- OS License Reporting
- Desktop Optimizations
- Router Management
- ISP Management
- VPN Management
- Firewall Monitoring
- Backup Monitoring
- Log File Management
- Drive Space Management
- File and Print Services Management
- DNS Management
- DHCP Management
- User Account Administration
- File Sharing Permissions

## *Datanamics Non-Stop Networks . . . . .*

Since 1977, Datanamics has garnered a reputation as an industry leader, differentiating itself in the marketplace by providing single-source, sophisticated networking and IT solutions to local, national and global clients.

We provide a full range of integrated or stand-alone networking services - for projects large or small - anywhere, any-time. Services include: IP Telephony (VoIP) Design and Installation, Network Design and Installation, 24/7 End User and Technical Support, HSIA, Network Systems Consulting, Educational Services, Datanamics Testing Labs.

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