

Clarotech's **Managed Support Service** maintains the **health and well-being** of your **IT environment** by proactively monitoring and managing your server and network infrastructure



A variety of challenges face IT departments in today's complex market place. Networks need to be highly responsive, tamper proof and available at all times. Businesses have to comply with stricter regulation and security concerns, whilst competing aggressively to deliver innovative and relevant customer experiences. Funding to invest in the growing skills and technology required to support these IT systems is limited, so how can a Managed Support Service from Clarotech assist you in developing a stable, secure and cost effective IT platform?

- Improve system availability through continuous, proactive server monitoring
- Improve IT security through management and patching of Microsoft OS and applications as well as third party applications
- Decrease downtime utilizing best practices and leading management tools
- Access skills and expertise needed to support new and improved technologies
- Ensures stable and secure platforms for a more productive environment and improved service to your customer
- Frees up your time to focus on growing your business

Included Features

- Monitoring
- Maintenance
- Break-fix
- Recovery in case of disaster
- Unlimited office hours support
- Fixed monthly cost



Add-ons

- DR Simulation
- Project work
- Endpoint management

Clarotech's **Managed Endpoint** is your dedicated virtual helpdesk for all desktops, notebooks, tablets and smartphones.

When an organisation grows, so does its asset footprint. The task of managing IT assets becomes far more challenging as the business expands beyond a handful of workstations.

By partnering with Clarotech, the tracking of endpoints, cyber threat protection, patching and support is taken care of in a systematic and professional manner.

	Monitoring	Unlimited Support	Security (AV)	Patching	Productivity (Office 365)	Endpoint Backups	Cloud Storage	Directory Service Authentication
Managed Endpoint Security	(limited)		★			(optional)		
Managed Endpoint	★	★	★			(optional)		(optional)
Managed Endpoint Backup	(limited)					★		
Managed Endpoint with Productivity Suite	★	★	★		★	(optional)		(optional)
Managed Endpoint with Full Cloud Services	★	★	★	★	★	(optional)	★	★