



WHAT WE DO FOR YOU

ON PREMISE



email management

business continuity

internal IT department

infrastructure

IT-as-a-Utility™

voice services

the network

help desk

print management

security

professional services



**Mobile Devices**

- smart devices - Apple, Blackberry, Google
- support, user security, cost control



**Mobile Worker**

- secure, anywhere/anytime access to network
- secure email • 24/7 live support



**Website Management**

- design, hosting & security
- content management
- eCommerce



**Cloud Services**

- Infrastructure-as-a-Service • Software-as-a-Service • Storage-as-a-Service • Email-as-a-Service • Security-as-a-Service

## HOW WE MAKE IT WORK

## OUR SERVICES

### the network

- 24/7 monitoring & management of servers, PC's and peripherals
- infrastructure design, order & installation
- virtualization

### email management

- hosted or on-premise
- email encryption, archiving & continuity
- shared contacts & calendars through exchange

### security

- vulnerability assessments & remediation
- firewall management & reporting
- layered protection from internal threats, hackers, malware & spam

### IT-as-a-Utility™

- infrastructure can be provided and refreshed as part of fixed-fee service
- remove hassle of buying, disposing & updating equipment
- capital expense to operating expense

### help desk

- unlimited 24/7 remote end user support
- infrastructure, applications, mobility
- warranty & license management

### internal IT department

- extension of your IT department for escalation or support
- utilize masterIT's network operations center or our tool sets

### professional services

- fractional chief information officer
- dedicated account manager & project management
- regularly scheduled wellness visits & reporting

### voice services

- VoIP telephony architecture, installation & support
- integrated voice, video, data

### business continuity/ disaster recovery

- plan consulting & implementation, cloud software, testing
- automated remote data backup and recovery
- instant failover/failback of mission critical servers reporting on health, security, activity & roadmap



#### masterIT™ Consultant

- dedicated fractional chief information officer
- dedicated technology account manager
- IT roadmap



#### masterIT™ Engineer

- proactive scheduled maintenance onsite
- emergency support
- consultation



#### Client Support Desk

- service manager leadership of remote and onsite engineers
- project management
- reporting on network health, activity & end users



#### Network Operating Center

- 24/7/365 monitoring of all client networks
- confirmation of data backup & restores, unified threat management
- deployment of software, patches and updates



#### Network Access Center

- off-site, secure, redundant power & internet facility
- houses masterIT mission critical infrastructure
- hosting of client infrastructure, data & applications