

INTELLISUPPORT: CUSTOMIZED IT INFRASTRUCTURE MANAGEMENT

The highest costs you face with your business IT infrastructure are associated with the lost time and productivity created when your infrastructure is not working to maximum efficiency. These hidden costs can cripple your business and reduce your competitiveness.

Our IntelliSupport service provides customized, end-to-end infrastructure management, from network consulting to complete technical support for desktop systems and network devices, such as servers, routers, switches, and wireless access points.

With IntelliSupport, you get end-to-end service and support for every element in your network, 24 hours a day, seven days a week, 365 days a year. And if something goes wrong, you have only one number to call for immediate access to our team of experts.

Choose the Service Level for Your Organization

Because the IT support needs of every organization are different, IntelliSyn offers custom support options that can complement, extend, or if desired, completely outsource IT based on three service options:

- Help Desk Desktop Support
- Blocktime Service
- Monthly Service

These services are customized to fit your organization's needs. Typical customization involves identifying criticality levels and their matched maximum response times, and extending or restricting help desk support to specific applications.

In addition we offer a full range of service level agreements that back our service commitments with guaranteed response rates.

Help Desk Desktop Support

Our Help Desk Desktop Support services give you all the benefit of having a fully staffed IT department for only a fraction of the cost.

With IntelliSyn Help Desk Desktop Support services, you can choose from a variety of support options that provide solutions to the network and computer problems that plague you most often. In addition, our services are proactive. Because we remotely monitor more than 5000 aspects of every system's performance on your network, we can anticipate and correct many problems before they occur.

Blocktime Service

IntelliSyn's Blocktime Service provides a variety of technical support and consulting services at a significant saving compared to standard per incident or time and materials

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support pricing options. With this service, you purchase blocks of service hours with rates set according to the range of hours purchased. Blocks of time can be as low as 10 hours and there is a price advantage for larger time blocks.

Once a Blocktime Service contract is in place you can apply the hours purchased to any type of service:

- Audit
- New installation
- Troubleshooting and repair
- Migration
- Training
- General consulting

Hours are applied against the efforts of our team to resolve your problems when they arise, or for general consultation. Services provided include identification, research, follow-up and resolution through e-mail and phone support, remote login diagnostic assistance, and on-site analysis.

For more flexibility, you can set aside a certain amount of hours for scheduled, periodic network maintenance or monitoring.

Monthly Service

If you need a service contract based on certain services being provided over a specific time period, such as maintenance, remote monitoring, on-call support, or help desk support (either in-house or external), we offer a monthly service contract option that provides a higher level of IT insurance.

Find Out More

To find out more about how IntelliSyn can create intelligent synergy between your IT and your business, call:

1-866-266-1985

(613) 688-1351

E-mail us at: info@intellisyn.com

Or visit:

www.intellisyn.com

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