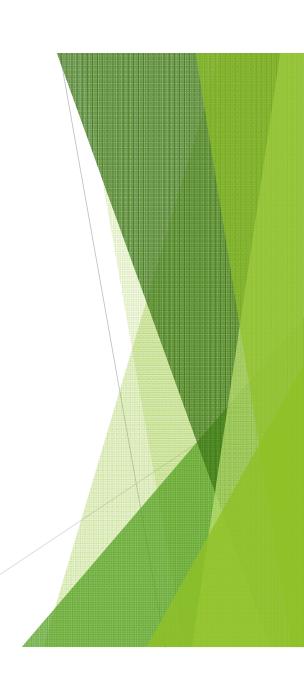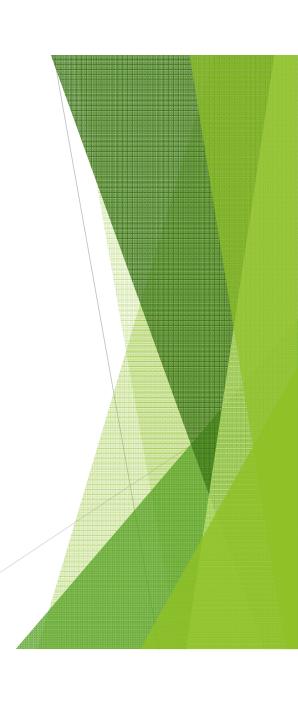# Computer Troubleshooters

Technology Solved

Agenda

- Background
- Priorities: Large Business vs. Small Business
- IT Service Company Offerings
- Case Studies
- Additional Services
- Questions?

Rick Van Akin

- 28 Years Large Corporate IT Experience

- Mainframe/Network Tech, GE Capital, 1979-1983

- Managed 300 Node Network & Data Center, Nestle, 1983-1992

- Managed IT Infrastructure, Senior Director, Sanofi-Aventis, 1993-2007

- Decided to go on my own 2007-present
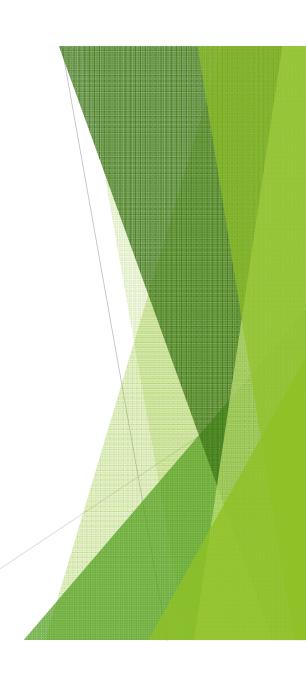 - What was I thinking?

IT Service Goal:

▶ *You shouldn't have to think about computers, or your network, or technology. It should – to quote Steve Jobs – "just work."*
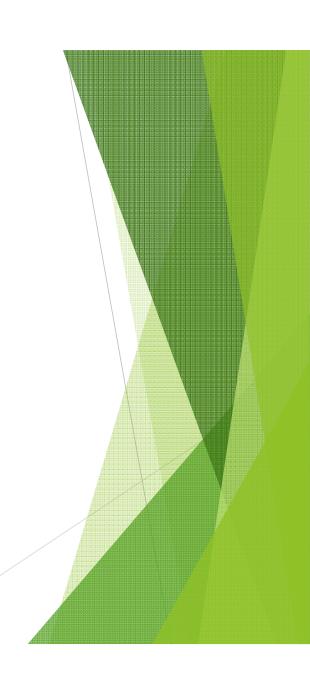
Large Corporate Priorities

- High Quality

- Great Service

- Reasonable Cost
  - What is the ROI?

Small Business Priorities

- High Quality
- Great Service
- Lowest Cost
  - ❖ What budget?

Standard Services

- Annual Tune-ups

- Data Recovery

- Virus Removal/Protection

- Hardware Repairs

- Diagnostics

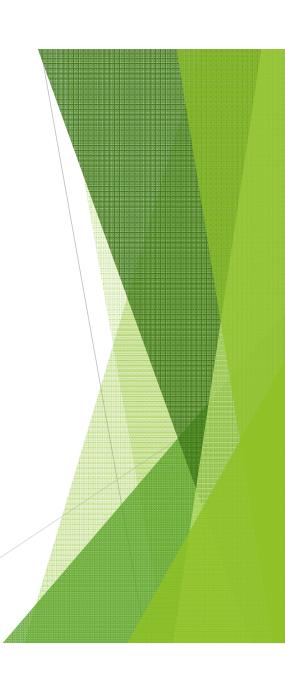- Software Issues and Upgrades

- New PC and Network Set-up

Managed Services

Small Business

Residential or Home Office

B.E.S.T.: What is included?

- ✓ Automated Alerting
- ✓ Remote Support
- ✓ Workstation monitoring and management
- ✓ Patch Management
- ✓ Priority Service
- ✓ Regular Tune-ups
- ✓ Discounts on additional service
- ✓ We deal with your IT providers at no additional charge

H.O.S.T. – What is included?

- ✓ Annual Tune-up
- ✓ Advanced Security
- ✓ Secure Cloud Backup
- ✓ Manage Windows Updates
- ✓ Remote Support
- ✓ In-Shop Labor
- ✓ Discounted Home Visits

Small Business Case #1 – Remote Workers

- Tracking Project Activity
- Collecting Photos
- Synching Both to Home Office

Solution

- ❖ Private Cloud
  - ❖ Tablets – Crew Manager
  - ❖ Tsheets – GPS tracking w/time onsite
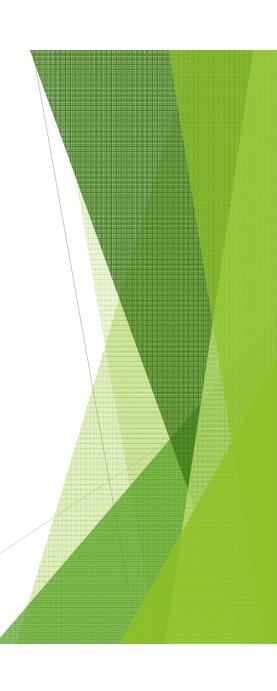 - ❖ NAS – Uploading photos

Small Business Case #2
– Enhanced Office Phone System

- Replace 20+ year old Analog Telephones
- Robust Call Handling
- Mobile Workforce

Solution

- VoIP
  - High Quality
  - Expanded Functionality - Unified Communications
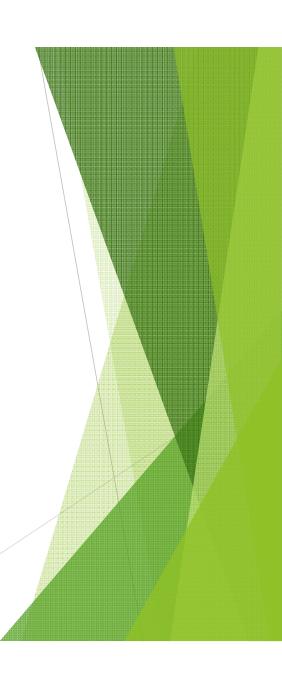 - Reduce Costs

Small Business Case #3 – No Down Time

- Business stipulates (and means) NO DOWN TIME
- Server failures take time to recover
- Backing up data is not enough

Solution

- BDR – Backup & Disaster Recovery
  - Onsite Appliance – hourly snapshots
  - Cloud Backup - nightly
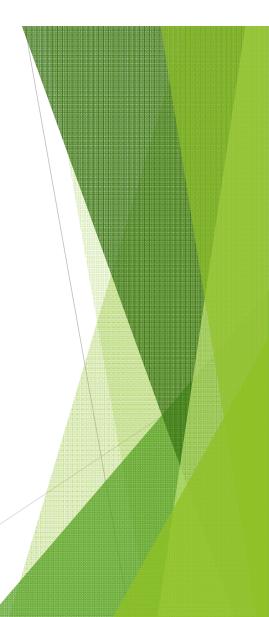 - Onsite AND Cloud Appliances are Bootable Servers

VoIP – Communication Systems

- 24/7 Monitoring
- Disaster Recovery
- "Find Me/Follow Me"
- Fax In the Cloud
- Chat
- Web Conferencing

- Video Conferencing
- Voicemail in the Cloud
- Multi-Location Call Distribution
- Advanced Billing Capabilities

Cloud Services

Cloud services are bringing products and services-such as **hosted email**, **business and industry applications**, **hosted servers** and **virtual desktops**-to your fingertips.

▶ **Benefits:**
- ❖ Reduced Cost
- ❖ Security
- ❖ Accessibility
- ❖ Flexibility

Data Backup Services & Recovery

Don't leave your most important information at risk!

We are able to provide a variety of cutting edge solutions that include:

- Onsite & Offsite Solutions
- Automatic Backups
- Advanced Monitoring
- HIPAA Compliance

E-Mail Hosting

- o Business Domain Name
- o Fast and Efficient Support
- o Full Back-up and Sync capabilities across devices
- o Free Generic Accounts (info@, service@)