



The Tech Zone Managed IT Services and Support

"Be proactive, not reactive"

Remote Monitoring:

Monitoring:

- Internet connection
- Server Uptime
- Domain
- Network
- Email Systems

Logging:

- Backups
- Security
- Network
- Hardware/Software

Security Updates:

- Operating System
- Application
- Anti-Virus

- Detailed Monthly Reports

From \$99 Month*

Premium Support:

Remote Monitoring +:

Dedicated Client Executive

IT Business Consulting

Help Desk Support:

- M-F 9-5
- Canadian based

Email Support:

- 2 Hour Response
- M-F 9-5

Phone Support:

- 2 Hour Response
- M-F 9-5

Remote Support:

- Tier 2-3

Onsite Support:

- As required
- Next Business Day

From \$399 Month*

Premium Support +:

Remote Monitoring +:

Dedicated Client Executive

IT Business Consulting

Help Desk Support:

- 24x7x364
- Canadian based

Unlimited Email Support:

- 2 Hour Response
- 24x7x364

Unlimited Phone Support:

- 2 Hour Response
- 24x7x364

Remote Support:

- Tier 2-3

Onsite Support:

- As required

Priority Queue Placement

Pricing based on requirements

REMOTE MONITORING

Let us detect problems BEFORE they happen, not once they have happened. Remote monitoring can detect problems BEFORE they can escalate.

LOGGING

Retain system logs to stay current with regulatory industry requirements.

SECURITY UPDATES

Don't let your business become the victim of Hackers and other Security threats. Our patch management will have systems running efficiently and securely.

HELPDESK

Let our Canadian-based team of IT Experts solve any problem, big or small so your users can get back to working in the minimal amount of time.

CLIENT EXECUTIVE

A dedicated staff member to make sure you are constantly receiving the highest level of service and always satisfied.

IT BUSINESS CONSULTING

Professional Consulting Services to assist in planning your IT

The best way to stay on top of your IT environment is to keep an eye on it – 24x7, 364 days a year. The Tech Zone has staff dedicated to this effort with 24x7x364 proactive monitoring, as well as 24x7x364 Help Desk Support.

The Tech Zone can reduce the risk of disruptions to your IT environment through continuous Monitoring, Maintenance and Management of your Servers and Hardware. By staying proactive, we can spot and solve problems before they escalate.

Switching to a proactive model will greatly reduce costly crisis support to your business while enhancing your overall security and bottom line.

In addition to The Tech Zone's highly skilled Technical resources, Premium and Enhanced customers also have access to our IT Consulting team who can help map and align your IT Resources with your business plan and goals.

TALK TO US TODAY!



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*Setup fee may apply