

OPS IT Support

OPS IT Support is a flat-fee support service designed to address your ongoing IT management and support needs. It includes hardware and software troubleshooting, security management, scheduled maintenance of your IT systems and access to discounted hourly rates for a wide range of your IT initiatives. With a simple pricing structure based on the number of PCs and servers in your office, OPS IT Support is easy to buy, easy to use and easy to budget for.

OPS IT Support: It's Good Not To Think About IT.

Hardware Support

Whether your hardware is brand new or near the end of its lifecycle, glitches and issues will come up. Hard drives will fry, wireless network cards won't connect, servers will overheat and your VPN will sometimes take you for a malicious intruder. Believe it or not, all of this is normal. What isn't normal is you spending half of your day handling these small IT emergencies and shortchanging your customers, prospects and employees in the process.

OPS IT Support specialists are trained to address your IT problems quickly and effectively — before they become a disruption to your business. From remote troubleshooting to rapid response on-site help, your OPS IT Support service is designed to handle most of what life throws your way.



"It's like having an entire IT department for less than what you'd pay for one part time employee."

Software Support

Your standard office software is covered too. If your computer came preloaded with an operating system like Microsoft Windows, the Microsoft Office Suite and basic networking/printing applications, then we will help you out if this software gives you any trouble.

Security Monitoring

Keeping your desktop PCs and laptops secure is the first step in ensuring data integrity, regulatory compliance and high productivity in your office. When your computers are covered under the OPS IT Support service, they will be configured with security in mind and kept up-to-date on known security threats and vulnerabilities.



HARDWARE

SOFTWARE

SECURITY

SCHEDULED
MAINTENANCE

ADHOC
PROJECTS

OPS IT Support

**NO LONG-TERM
AGREEMENTS
ARE REQUIRED**

**BUT TRUST US:
YOU'LL WANT
ONE**

**TARGET
RESPONSE AND
PROBLEM
RESOLUTION
TIMES:**

Response time: **2 hrs**

Critical Issue: **6 hrs**

Moderate issue: **24 hrs**

Minor issue or change
request: **48 hrs**

Scheduled Maintenance

Over the 14 years of providing IT support to small businesses, we have learned two lessons well. One: don't wait till work comes to a halt to pay attention to your IT infrastructure. Two: just because something works doesn't mean that it works the best way it can. These two reasons are why we are including scheduled maintenance services like system tune-ups, hard drive defragmentation and software patching for every system we manage.

Ad Hoc Projects

For projects or issues that aren't covered with OPS IT Support, you will get access to OPS IT Time: a discounted hourly rate program that allows you to save on projects like installing and configuring third-party software, deploying new servers and infrastructure, configuring VPN connections and more. For more information about what is covered with OPS IT Time, please visit www.opsitsupport.com



PC SUPPORT

Hardware Support

PC Installation and Configuration	✓
Remote and On-Site Troubleshooting	✓
Upgrade and Patch Management	✓
Hardware Repair (Parts Not Included)	✓

Software Support

Operating System	✓
Microsoft Office and 365	✓
Basic Networking Applications	✓

Security

Anti-Virus Software management	✓
Automated Spyware & Adware Removal	✓
Software Patch Management	✓

Scheduled Maintenance

System Organization & Management	✓
Quarterly Technology Reviews	✓

Ad-Hoc Projects

Discounted Hourly Rates through the OPS IT Time Program	✓
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KEY BENEFITS OF OPS IT SUPPORT

- Stabilize IT support costs
- Maximize system performance and uptime
- Increase employee productivity and satisfaction
- Protect yourself against data losses and security breaches



SERVER SUPPORT

Hardware Support

Server Installation and Configuration	✓
Remote and On-Site Troubleshooting	✓
Upgrade and Patch Management	✓
Hardware Repair (Parts Not Included)	✓
Waranty Management	✓

Software Support

Operating Systems	✓
Microsoft Cloud, Exchange and 365	✓
Database / Application Support	✓

Security

Software Patch Management	✓
Anti-Virus Software management	✓
User Account Management	✓
File Sharing & Permissions Management Management	✓



NETWORK SUPPORT

Hardware Support

ISP Management	✓
Router Management	✓
Antivirus Management	✓
Firewall Management	✓
VPN Management	✓

OPS IT Support

A Powerful helpdesk Solution

When you choose OPS IT, you empower every employee in your organization to manage their own IT issues and requests. Anybody can submit a help request by:

- Sending an email to help@opsitsupport.on.spiceworks.com
- Logging into their personal helpdesk system at:
<https://opsitsupport.on.spiceworks.com/portal>
- Calling 571-969-6771

Once submitted, the trouble ticket is assigned to an OPS IT consultant and can be tracked in our web-based helpdesk system all the way through completion. You, of course, have complete visibility and reporting capabilities for all of your users' activities and communications with OPS IT staff.

About OPS IT

We are a team of passionate people whose goal is to improve our customer's business through exceptional services. We build great solutions to solve your business problems.

Our services are designed for small to medium size companies willing to optimize their performance. Spend your time doing what you do best — and let us do the same for your business.

www.opsitsupport.com
Phone: 1-571-969-OPS1 (6771)
Email: support@opsitsupport.com

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IT Support

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