

IP PATHWAYS

RELIABLEIT™
managed services



Co-Managed IT Services

Teaming up with IP Pathways for Co-Managed IT Services puts an experienced partner on your team to help you maximize the value of your IT investment.

Trust IP Pathways to Be Your IT Management Partner

Offload strictly mechanical tasks from your internal IT staff with IP Pathways Co-Managed IT Services. Partnering with IP Pathways frees up your IT team to focus on critical business needs, turning over routine management and maintenance to us. You'll also rely on us to take on tasks that are too specialized or complex for your staff. Beyond that, we're your best "on the bench" roster, ready to take on any assignment when absences - from illness, vacation or other reasons - leave you short handed to meet mission-critical goals.

▶ **Benefits**

▶ **Ready Around the Clock**

Your staff can relax because IP Pathways can provide support whenever and wherever it's needed. Enjoy the convenience of virtually staffing up to cover peak demand periods or answering an end-user's problem when your IT department is off the clock. Remote locations get superb service as well.

- ✓ Experienced Managed Services Provider
- ✓ State-of-the-art Operations Center with Cutting Edge Technology
- ✓ 24x7x365 Remote Help Desk and On-site Support
- ✓ 24x7x365 Real-Time Network Monitoring
- ✓ Experienced, Certified Technicians and Engineers
- ✓ Dedicated Account Managers
- ✓ Predictable Monthly Cost, Scalable Level of Service
- ✓ Remote Resolution of Issues more than 90% of the Time
- ✓ Easy to Understand Graphical Reporting of Performance



▶ Expertise for Whatever Issues Arise

Have a problem that's puzzling your IT department? Our team is here to help. It can be tough to stay on top of all the technical changes happening every day. Now your staff can lean on us when they need to.

▶ Greater Efficiency, Greater Value

Nothing is more frustrating and wasteful than having to stop work on a project of strategic value to address an end-user's problems with a device. Let your team members keep doing what they do best while IP Pathways takes on distracting tasks.

▶ Shared Responsibilities, Easily Tracked

A simple Web interface serves as the collaboration and ticketing platform between your IT staff and us. There's no confusion about who's doing what. It's all spelled out so everyone's clear about tasks, responsible parties, progress and timelines.

▶ About IP Pathways

At IP Pathways, we don't think you should have to pay for services you don't need. That's why we offer a boutique approach to IT management so that you can select only the services that will benefit your company. The choice is yours.

Services

Web-based ticketing, tracking, monitoring and reporting

Comprehensive view of your IT issues and ticket resolutions

Efficient technology workflows and processes

Click-of-the-mouse service calls

Performance reporting

Remote resolution of issues over 90% of the time

Asset inventory

Help desk services

Powered by the Best in the Business



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Des Moines

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Omaha

5940 S. 118th St., Omaha, NE 68137 | 402.408.0581

Kansas City

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