

IP PATHWAYS

RELIABLEIT™
managed services



PC and Mac Management

Making sure your PCs and Mac desktops and workstations are operating perfectly is a full-time job.

Trust IP Pathways to Manage Your PCs and Macs

No matter which desktop, laptops or workstations you use or which operating systems they're running, IP Pathways will monitor, maintain and manage them all. We'll provision, secure and inventory your machines and systems, ensure all drivers and software are up to date, manage your licenses, integrate them with your existing equipment, and much more.

▶ **Benefits**

▶ **Empower Your Users**

IP Pathways works proactively and non-stop to ensure there's no downtime. We also work closely with your staff to make certain they understand how to use their machines and applications. If there's a failure, we spring into action to get your team up and running as quickly as possible.

▶ **Pick the Best Service Fit**

IP Pathways offers tiered service levels to ensure that you're engaging us to deliver exactly the level of services you need. Each level of service has its own tiered SLAs, so you custom-fit every part of the relationship with us.

- ✓ 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



Support You Can Count On

Desktop and workstation support is available by phone or live remote control. Our support engineers remotely diagnose and resolve issues more than 90% of the time. Onsite support, even after hours, is available whenever it's needed.

Response Time Guaranteed

IP Pathways guarantees our response time to be within the timeframe outlined in your plan. Once we learn of an issue, we determine if the issue can be resolved remotely or if an onsite visit is necessary. Either way, we respond in compliance with our promise to keep you up and running 24/7/365.

Be Certain of Peak Performance

IP Pathways constantly monitors every functional network component: routers, firewalls, switches, IP-based phone systems, and more. We're just as vigilant with critical desktop events and mission critical applications, anti-virus and software patch alerts.

You're Always Safe and Secure

IP Pathways removes spyware, adware and viruses before they can cause damage. We audit patches, ports, passwords and firewalls. We inventory hardware and software assets, tracking your warranties and service contracts, and providing security updates and software installations.

Services

Support

Emergency and after hours

Multiple levels of support plans available

Onsite, offsite and remote

Preventative Maintenance

Monitoring

Antivirus definitions alerts

Security

Upgrade alerts

Tiered SLAs

Mission critical

Support response time

Uptime

Security

24/7/365 security monitoring

Antivirus monitoring and updates

Authorization and authentication

Backup and disaster recovery

Patch management

Vulnerability audits

Maintenance

Asset management and inventory

Dedicated Account Manager

Full reporting

Online trouble ticket management

Powered by the Best in the Business



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