

A photograph of two men in business attire. The man in the foreground is smiling and looking down at a tablet. The man in the background is wearing glasses and looking at the tablet. The image is partially obscured by a blue banner and text blocks on the left side.

What Makes MSPs Different

Characteristics of Managed Service Providers

When you partner with a Managed Services Provider, you begin a relationship made up of equal parts technology and trust. The technology can be specified, but the trust has to be earned.

Here are some of the ways MSPs do that.



► Expertise

Certified to Satisfy

Our experienced and expert technicians, architects and engineers are certified across all major systems - hardware and software. They're on top of the latest innovations, in touch with the right knowledge sources, and work with those technologies every single day.

► Scope of Services

Every Corner of Your Infrastructure

MSPs provide ground-floor consulting, strategy and IT architectural services. We'll take responsibility for some or all of your IT assets, including license optimization, maintenance and upgrade, monitoring and more. We'll host your network, defend your security, build and augment your applications, and more.

► Customer Care

Whatever You Need, Whenever You Need It

First-quality service is evident in every aspect of our work with you - and especially so in our Help Desk and support services. We handle every level of support, every second of the day. That includes everything from simple password resets to Level 3 support issues.

► Account Management

Working Side by Side

A key part of our relationship with you is our account management team. You'll have an Account Manager permanently assigned to you. Your AM will get to know you, your systems, your processes, your culture and - most importantly - your people.



► Highlights of MSP Services

Remote Help Desk and Onsite Support

- Most issues can be handled remotely. If you need us onsite for any reason, we'll be there.

Easy-to-Understand Performance Reports

- Reports don't help if you can't understand them. We transform the huge amount of data we receive about your operation into straightforward, graphical reports you can plan on.

Malware Prevention

- Threats are everywhere. We establish an ironclad wall of protection against any threat, anytime. And it's backed up by an equally tough Service Level Agreement.

Desktop Security and Performance Monitoring

- Ensure your desktops are running properly, and that they're only used by authorized people. We'll keep an eye on every machine for performance and authorized use.

Proactive Monitoring and Management

- Spot and stop problems before they occur. Our round-the-clock monitoring ensures peak performance. And we're continually checking to ensure your systems and software are always up to date.

Predictable Monthly Cost, Scalable Level of Service

- Know what you're spending and why. Our flat fee gives you a simple, stable way to budget IT operational expenses. And whether you grow or shrink services, you always know the impact.

Broad Range of Service Level Agreements

- The performance of every aspect of your infrastructure - network, telephony, desktops and the rest - is guaranteed by our flexible SLAs.