

The ThinkTech IT 5 Element Level Approach to Information Technology

Most organizations have very similar technical needs; from email and calendaring to backup and internet access. We have taken all of these requirements and boiled them down to five simple categories, which we call our Five Elements of Information Technology: **Security, Connectivity, Storage, Monitoring, & Support.**

When we meet with you for a **Free Consultation**, we use these 'elements' to prioritize custom solutions for your specific needs. Our goal is to make sure that everyone is on the same page and that tasks are prioritized correctly.

Security

Without a solid strategy for security, your company is vulnerable to threats both inside and out. We will work with you to develop policies and systems that make sense for your specific needs.

- ✓ Password Management
- ✓ Encryption
- ✓ VPN Access
- ✓ Disaster Recovery
- ✓ Antivirus & Security Patches
- ✓ User Permissions

Connectivity

Using the right hardware, software, and services is critical to keeping your organization operating smoothly. Figuring out that combination is fundamental to supporting you.

- ✓ Network Infrastructure
- ✓ Email, Contacts, Calendars
- ✓ Business Applications
- ✓ Printers & Scanners
- ✓ Mobile Devices
- ✓ Google Apps & Office 365

Storage

Whether your critical data is on a local server or a cloud service, we help guard it against disaster. Additionally, we help you access it in any way you choose.

- ✓ Planning & Consolidation
- ✓ Local & Cloud Backup
- ✓ Local & Cloud Server Management
- ✓ Google Drive
- ✓ Microsoft OneDrive
- ✓ DropBox & More

Monitoring

We believe in keeping you in the loop when it comes to your systems and their health. Our tools can even spot trouble long before it impacts your workflow.

- ✓ Hardware Monitoring
- ✓ Security Monitoring
- ✓ Full Documentation
- ✓ Trend Analysis
- ✓ No Long Term Contracts
- ✓ Your Data is Yours

Support

We are not just here for when emergencies occur, but also to assist when your needs change. From helping plan for future growth, to giving you new tools to improve efficiency. We try to look at your technology needs in a holistic way.

- ✓ Emergency Break / Fix Issues
- ✓ Strategic Planning
- ✓ Worker Training
- ✓ Software Upgrades
- ✓ Hardware Replacement
- ✓ Phone & Email Assistance

Get proactive and call us TODAY!

888-574-6365 | www.thinktechit.com | sales@thinktechit.com

Our Process

1. Initial Consultation

We will sit down with you in person to go over your technology needs and future goals. It also helps us learn as much as we can about you, your workers and your organization.

2. Site Documentation

After our consultation, we will document your critical technology infrastructure. Once completed (a process that usually takes an hour or two), we will give you a copy for your own records. It will contain enough detail to bring it to any IT expert and enable them to pick up where we left off. This is something few support companies do. It's part of our belief in giving you control over your information.

3. Evaluation & Planning

Once we have figured out your goals and current environment, we create a custom plan. The plan is split into stages and will include full cost estimates for labor and parts. We will then work with you to create a timeline for implementation.

4. Remediation

After we've settled on a plan and schedule, we perform whatever the outlined tasks are. This process is different for every client but the goal is the same. A more stable and productive environment that allows you to get work done.

5. Ongoing Support

Nothing lasts forever, especially in the tech world. Once the dust settles from remediation, the real trick is keeping everything stable. We help you by offering our Service Level Agreement. This includes 24/7 remote monitoring, security patch installations, and more.

What to Expect

✓ Reliable IT Support

Our friendly, experienced team members will work with you to identify and implement IT solutions that make the most sense for your business. We strive to ensure that you are using the most appropriate tools for your situation. This is very important because using the wrong tools can cause productivity issues, downtime, and other problems.

✓ Fast Response

Computers crash and networks go down. If they are not restored quickly, the disruption can lead to lost productivity. When an IT outage occurs, our dependable technicians will respond swiftly, running diagnostic tests remotely so that the problem can be found and resolved. Our goal is to be your trusted IT advisor. Ask our team members any question that you have about your applications, computers, servers, networks, mobile devices—anything IT.

✓ Improved Uptime and Peace of Mind

Our team will remotely monitor and manage your computer systems 24x7 to uncover security and performance issues. We do our best to address these issues before they turn into larger problems that can cause downtime. This proactive approach leads to improved uptime and peace of mind. You can rest easy knowing that your computer systems are always under the watchful eyes of our qualified professionals.

Get proactive and call us TODAY!

888-574-6365 | www.thinktechit.com | sales@thinktechit.com