



Does Your IT Solution Provider DO ALL OF THIS?

Flat Rate IT Services

- * Support & Maintain your Entire Organization Remotely
- * Unlimited Phone Support
- * Remote Assistance
- * IP Video Surveillance
- * Onsite Support
- * State of the Art Trouble Ticketing System
- * Automated Escalation Process
- * Parts & Labor for Work Station & Server Repair**
- * BlackBerry/iPhone/Droid/Windows Mobile/Palm Support

Managed Services

- * 24X7X365 Network Monitoring
- * Over 255 Events/Services Monitored
- * Critical Services Automatically Restarted
- * Immediate Alerting
- * Automated Trouble-Ticket generation
- * Anti-Virus & Anti-Spyware
- * Patch Management
- * Automated Escalation Process
- * Proactive & Well Planned Services
- * Monthly Reports of Work Performed & Network Health
- * Anti-Spam
- * E-mail Archival
- * Backup & Disaster Recovery

Vendor Management

- * Manage All Vendor Relationships
- * Phone & Internet Service Providers
- * Copiers
- * Telco
- * Faxes
- * Scanners
- * Web Site Designer & Hosting Company
- * Proprietary Software Applications

Professional Services

- * Virtual CIO
- * Technology Solution Design & Development
- * Proof of Concept Lab Testing
- * Onsite Implementation
- * Project Management
- * Hardware & Software Procurement
- * Voice over IP (VoIP)
- * Infrastructure as a Service
- * Unified Communications
- * Disaster Recovery Planning & Response
- * Offsite Backup
- * Rental Equipment & Training Facilities
- * Cloud Computing
- * Server, Desktop, & Software Virtualization
- * Business Continuity Planning
- * Web Hosting/ Web Design & Maintenance
- * Search Engine Optimization & Marketing
- * Annual audit of telephone products/communications

Complete Hardware Solutions

- * Custom Servers & Workstations
- * Network Printers, Switches, Routers
- * Servers every 4 Years or as Required
- * Parts & Labor for Life of Contract by Applications

For More Information Call (732) 709-5180

Or Visit www.complextech.com