

managedITCOMPLETE™

Enterprise-class “all-in” IT support for a flat monthly rate

“All-in” IT support, delivering an effective, efficient, and dependable computer environment for your business.

Business owners and managers should feel confident that their computer networks are operating at their best and seamlessly generating ideal user experiences for all employees.



ManagedITComplete™ combines leading edge technologies, depth of experience, and best of breed policies and procedures to deliver the ideal user experience for your work force.

Unlike most Managed Service Providers, Protelligent® guarantees the complete user experience. Your staff's computing experience is our responsibility.

We support all of your applications and business services, ensuring that your employees have access to the tools to get their job done efficiently, effectively, and every day.

Your goal is to have your IT systems run well at all times for the lowest possible cost. Our goal is to provide you a complete support package for a remarkably low price by bundling network monitoring and management with unlimited user support and issue remediation.

Monitoring

24x7x365 real-time monitoring, alerting, and reporting

Support

Uninterrupted, seamless remote and onsite support

Proactive

Monitoring and alerting of security threats with proactive security management and risk mitigation

Management

Ongoing technology life-cycle management and administration

ENTERPRISE-CLASS IT EXPERTISE

“International E-Z UP is first in innovation, quality, and customer satisfaction in over 50 countries. We needed an IT solution provider that could help us maintain and develop that reputation, we found that in Protelligent.”

Steve Shaffer
Director of Systems and Information Technology
International E-Z Up



Monitoring

95% of all service outages can be prevented with monitoring and proactive issue resolution. Protelligent's monitoring alerts for potential service outages allow our engineers to resolve the issue and avert downtime. Your users never miss a beat.

- 24x7x365 real-time monitoring and reporting for every server, workstation, and key networking element in your environment
- Automatic alerts to Protelligent's staff of engineers
- Usage statistics to help you manage and plan for growth

Proactive Security Management & Risk Mitigation

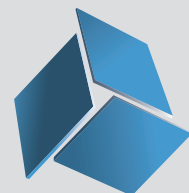
- Monitoring and alerting of events that threaten security
- Patch management that ensures your systems are updated and limits exposure to vulnerabilities
- Ongoing network security management and risk management
- Anti-X service support

OUR APPROACH

Protelligent's approach is all about enterprise support. Your business has complete access to the subject-matter experts appropriate for your environment.

No longer rely upon one person's skill set, Protelligent provides the expert you need for the issue you are facing.

Gain access to a large organization IT team for less than the cost of a single desktop support technician.





Support

All the support you need with no shocking invoice at the end of the month. Protelligent also integrates well with existing IT staff and will help build the right IT infrastructure for your business.

- Uninterrupted, seamless support to virtually any location
- Unlimited proactive issue remediation triggered by automatic alerts or by your workforce
- Unlimited user support for issue remediation
- Same call resolution for the majority of your support calls
- Fast onsite support as needed
- Online ticketing system, bringing accountability to all user interactions
- Support of all the applications your staff uses, not just business standards

Management

- User account management
- Messaging and database administration
- Mobile device management
- Virus definition and prevention
- Backup monitoring & administration
- Network (wired/wireless) and systems device management
- Ongoing technology life-cycle management
- Strategic technology consulting

Service Level Agreements are detailed in Service Addendum and depend on a set of minimum network requirements.

SYSTEMS CONVERSION

"I've been through a handful of systems conversions in the past. Usually, they are not a pleasant experience. I've never seen one go as smoothly as this one. Protelligent's team of engineers is incredible."

Steve Luedtke
COO
Critical Power Exchange

Act now and make your IT dollars deliver the happy end-users your organization deserves.

**Contact us today.
Toll-Free (855) PRO-TELL**

about us

Founded in 2002, Protelligent seeks small and medium-sized organizations and invests in long-term customer relationships by delivering best of breed technology solutions and taking responsibility for every objective it recommends and implements for its clients.

Protelligent has invested millions into its own capital, technologies and best practices and procedures to outperform competition and become a pivotal internal advisor in its clients' business success. Protelligent owns the entire infrastructure that provides cloud services, making them a unique managed IT service provider. This competitive advantage insures an "always-on computing experience" that supports their clients' business needs.

Protelligent is committed to helping its customers build and maintain the best possible end-user experience at the lowest possible cost. It recommends business solutions that only Protelligent itself would pull the trigger on for its own business. It is this type of personal guidance and strategic vision that clients trust and depend on. This is why Protelligent's client retention is second to none in the industry and how Protelligent can depend on lifetime referrals.

Discover why so many big brands are turning to Protelligent for the best and brightest in Managed IT, Cloud Services and Datacenter Hosting, Cloud Backup, Virtualization, IP Telephony, Security, and IT Professional Services.



Toll-free: (855) PRO-TELL
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