



Managed IT, Security, & Cloud Services

MANAGED IT SERVICES AND SUPPORT

INTRODUCING NTIVA

Many companies struggle with keeping their business technology operating at optimal levels, their data secure, and their IT expenditures in check.

Ntiva's Managed IT Services can significantly reduce the cost and headaches of maintaining your complex IT environment. Whether you're looking to supplement your existing IT team or you'd like us to take the management of your technology completely off your plate, we can help.

We were founded on the principle of helping others grow – our product is our people, and our number one priority is reliable and consistent customer service!

NTIVA IT MANAGED SERVICES CAN:



Reduce recurring
in-house costs by
30% to 40%



Increase
efficiency by
50% to 60%

WHAT ARE MANAGED IT SERVICES?

[Managed IT services](#) are a wide range of IT functions carried out by expertly trained personnel, whose sole function is to help businesses manage their critical IT infrastructure. In today's business environment, keeping technology stable and secure is no longer a nice to have - the cost of even an hour of downtime can be crippling.

The explosion of remote working, mobile devices and never-ending security threats have only added to the complexity. IT departments are now becoming one of the largest expenditures for most companies, who constantly struggle to balance budget and resources with quality and dependability.

Many companies are choosing to outsource their IT needs, either in whole or in part, in order to improve IT services while managing costs. Ntiva offers a range of flexible service plans, including our foundational [Signature Support Plan](#).

SAMPLE SIGNATURE SUPPORT PLAN

Service Overview	Description
Getting Started	
Network Audit	Every relationship begins with a comprehensive network audit to understand the existing IT environment.
Software & Hardware Standardization	We work upfront to standardize your entire environment, in order to mitigate potential issues and reduce support costs.
Quarterly Strategy Session	A quarterly strategy session makes sure all your IT needs are being met, including staying on budget.
Preventative Maintenance & Security	
Network Monitoring & Management	7x24x365 remote monitoring alerts us to any potential issues, allowing us to catch and remediate problems before they start.
Workstation Management & Monitoring	We proactively and automatically update and patch all computer software with the latest upgrades, including anti-virus and anti-spam protection.
Managed Server with Anti-Virus	We proactively update and patch all servers with the latest upgrades and anti-virus protection, typically scheduled to accommodate our client's work day.
Ongoing Help & Support	
Unlimited Service Desk	Our round the clock local service desk provides your employees with direct access to our fully qualified techs who can solve problems immediately.
On-Site Support	A quick response team is available for items that need an on-site visit, both scheduled and emergencies.
Third Party Vendor Support	We can interface with your third party tech vendors, such as ISPs, software vendors, phone vendors, etc.
Procurement Services	By aggregating all our s/w and h/w purchases, we create a buying pool that lets us pass on cost savings to our clients.

NTIVA'S MANAGED IT SOLUTIONS

As a full-service managed IT provider, Ntiva is dedicated to designing, implementing and maintaining stable and secure IT networks that can reduce costs and grow your business. We can assume complete responsibility for 24-hour monitoring, managing and problem resolution, take on complex one- time projects or provide ongoing strategic consultation.



Managed IT Services

The day-to-day challenge of managing critical IT infrastructure plus supporting the varying needs of end-users can be overwhelming for many businesses. Many simply don't have the time or talent in-house to manage their own IT to the level they desire. Others find their IT professionals are spending too much time dealing with repetitive tasks, with no time left to focus on using technology to improve the company. Our team of expert engineers are available to partner with your business to handle all of your IT needs, or act as part of your extended team for everything from recurring services to one-time specialty projects.



Cloud Services

With the right cloud solution, you can lower costs and improve service delivery – but how do you choose which cloud services are right for you? As a trusted technology expert, Ntiva can guide you through the journey, helping you with cloud migration, deployment, integration and management. We offer public, private and hybrid cloud solutions, and work with trusted partners to deliver the reliability, redundancy and security that you expect from a cloud service.



Strategic Consulting

Ntiva delivers strategic IT consulting services to organization who are looking for technology guidance on a variety of topics. This may range from risk management to IT budget planning, disaster recovery planning, cloud strategy, compliance audits, and more. Whether you need help with one-time projects or IT leadership on an ongoing basis with our Virtual CIO services, Ntiva will work in close partnership with your current executive team and IT staff to ensure you accomplish your goals.



IT Security

We're often asked – what is the difference between cyber security, data security and IT security? The simple answer is that they are all very closely intertwined and all fall under the umbrella of protecting your organization. Security has gotten much more complex, and unfortunately there is no one-size-fits-all plan - it takes a layered security approach to combat never ending cyber threats in today's environment. You can think of security as more of a journey than a destination: it's important to stay on top of new developments. Our team of experts can partner with you to help identify, quantify and reduce your risk, including helping you maintain compliance with specific industry regulations.



Business Telephony

Voice communications is the lifeblood of most companies. New cloud-based communication solutions can offer extra productivity features such as instant messaging, video, team collaboration, call center features and more – typically at a much lower price than older phone systems.

ABOUT NTIVA

Ntiva is a leading IT services company that provides businesses across the US with advanced technology expertise and support, including managed IT services, strategic consulting, cloud services, cybersecurity and telecom solutions.

Their team of world-class talent genuinely cares about the relationships they build and understands that response and precision are fundamental keys to a successful partnership.

Ntiva's ultimate objective is to help clients leverage their technology investments to improve business performance.