



TIERTEK IT SOLUTIONS

At TierTek IT Solutions, our monitoring capability enables us to determine when it's time for maintenance and upgrades on your system. We are able to offer fine tuning of your network, backup and virus protection solutions.

From our workstations, we can monitor the condition of your network anywhere in the world and quickly alert you to potential problems. A small problem, like for example bad sectors on a disk, can be repaired before the problem can significantly impact your business. Remote monitoring can save your businesses from the time and costs of an on-site visit.



We also monitor technology developments in the industry and developments in the small businesses we service. We note customers' changing requirements and challenges and make recommendations, matching new technology and needs. With our proactive approach, we can help ensure our customers will have the best solutions no matter how their business evolves. Being proactive is the key to protecting our customers' business.

TekGuardian remote monitoring solution has the following benefits:

- 24x7 service availability, remote monitoring to meet your needs and budget
- Incident management to resolution including tracking, escalation, and dispatch
- Emergency response and recovery to get you back up and running fast
- World-class monitoring and performance tools
- Fixed price agreements that help you budget for your IT support needs
- Remote server hardware and operating system services monitoring
- Remote resolution to fix problems quickly when they arise
- Reduced downtime and optimal availability of your network and systems



Why TierTek IT Solutions?

Whether you have an IT department, an employee named Bob who has an interest in computers, or outside consultants, we can compliment the IT expertise that is available to you. What if you don't have access to IT expertise? We can also provide a complete outsourcing solution, covering every aspect of developing and maintaining your network. We understand small business needs and have the experience and knowledge in best practices, solutions and technology to benefit your business today and as it grows and changes in the future.

Quite simply we **"Make I.T. Simple!"**

TEKGUARDIAN