



# TIERTEK

## IT SOLUTIONS

# TEK SUPPORT

The idea of technology never having a glitch or employees operating technology flawlessly with every application and component is a fantasy. If you hire an IT partner to help with network support, you want experts who will always be ready to quickly address problems. The challenge is, at what cost? Having IT consultants come out to a small business every time there is a small problem can get expensive and impact productivity.

TierTek IT Solutions offers a timely and cost-effective alternative. We can administer and troubleshoot customer networks without leaving our facilities. We can log on to a network and resolve many common problems such as printer errors and user authorization issues, quickly and easily. We can also answer user questions through e-mail or telephone.

If a major problem does occur requiring an onsite visit, we offer complete technical support, up to implementing a new technology infrastructure, utilizing certified experts—for a single point of contact and accountability on technology issues.

### System Update

**Management** - The goal is simple: create a consistent environment that is secure against known threats to your operating system and application software.

### Real-time Systems

**Monitoring** - To optimally serve you, TierTek offers a 24/7 monitoring service for your IT environment. Our objective is to resolve issues before they impact your business.

**Monthly Status Report** - Each month TierTek will provide you with a report detailing the health of your IT network. Each statement is a summary of our service activity, including Tech Support calls, Proactive Maintenance, System Update Management, and Real-time Systems Monitoring.

Featured Services	Tier I	Tier II	Tier III
Monitoring & reporting	■	■	■
Patching & anti-virus verification	■	■	■
Backup verification	■	■	■
Event log analysis		■	■
Server operating system upgrades		■	■
No rate increase for tech support administered after hours			■
Featured Support			
3 hours of remote tech support	■		
Unlimited remote support during business hours		■	
3 hours of onsite tech support		■	
Unlimited remote support 24/7			■
10 hours of onsite tech support			■