



# Itis Infrastructure Solutions Ltd.

MANAGED IT SERVICES PROVIDER

# 2016

Our lifeblood is our data, and you can entrust this data to Itis Infrastructure Solutions with complete confidence in their security, integrity, and reliability. Quality Managed IT Services & IT Consulting in Vancouver & the greater Vancouver Area is our promise. With Itis Infrastructure Solutions as your fully Managed IT Services Provider, you're guaranteed flexible, reliable and scalable operational support for today and wherever tomorrow takes your business.

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## NETWORK MONITORING

24/7/365 Network Monitoring & issues are resolved with in a timely manner.

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## REMOTE HELP DESK

An efficient Help Desk with a well-trained staff & a solid SLA & Escalation Process.

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## VENDOR MANAGEMENT

Add value for the Client by taking care of all situations related to their Vendors.

## Why Managed IT Services

**Peace of mind** – your systems are monitored around the clock every day of the year

**Less downtime** – we identify and fix issues before they cause problems

**Fewer disruptions** – almost all of our services can be provided remotely or outside of business hours

**Prompt assistance** – our world-class HelpDesk operates from 6am-5pm PST Monday to Friday and is available 24/7 for emergencies

**Low frustration** – as your single point-of-contact for technology problems, we'll deal with third-party support so you don't have to

**Predictable budgeting** – all-inclusive, all-you-can-use, flat-rate IT services that include both hardware and software

## Our Working Model



Your Office



Computers, Mobiles,  
Tabs, Laptops



Company Users



Multifunctional  
Devices



Servers & Databases

Use RMM solution - Proactive approach and manage systems remotely  
Help-desk Solution - To work on and keep the track record of issues  
Dedicated Account Manager  
Weekly Onsite visits  
Weekly/Monthly conference calls  
Quarterly Business Reviews  
Regular Monthly maintenance  
Upgrades/Migrations/Maintenance during off-hours

## Offers

- ✓ Free Network Assessment
- ✓ 10% Discount on Annual Contract
- ✓ Customized Packages Discount