

## All-You-Can-Eat Helpdesk IT Support



**End-users are human.**

**Shouldn't computer support be too?**

Your end-users' time is best spent working for your organization, not managing IT issues. We make it simple by offering fast and reliable 24x7x365 support for your users, as well as Proactive Desktop Remote Management and Maintenance support for your workstations. Now your end-users don't need to worry about racking up bills whenever they need support.

**The IT360 Desktop Computer Support Platform**  
**Remote monitoring, maintenance, reporting, and cost-effective it support**

IT360's Proactive, Managed Desktop Computer Support provides comprehensive preventative maintenance services remotely. This solution is comprised of a desktop/laptop agent within the IT360 technology platform with all of the intelligence built-in to conduct day to day preventive maintenance services, a bundled managed Anti-Virus Package, and remote access.

Empower your staff by giving them direct access to Corporate Technology Group's unlimited phone and remote support. Our Flat-Rate resolves the issue of having to wait for approval to increase IT support costs.

With our Desktop Computer & IT Support package we generate detailed inventory reports and

configurations related to all the preventive maintenance activities conducted through the Corporate Technology Group Network Operations Center (NOC). We track serial numbers, license expirations, warranties, vendor information, detailed service responses and much more. The platform comes with a built-in scripting engine and can also be used to deploy software applications remotely and automatically.