

Managed Services

What is managed IT?

- System Source becomes responsible for maintaining and operating your IT infrastructure.
- System Source performs your IT operations
 - at a fixed price
 - with a service level agreement
 - potentially supplementing existing staff

Managed Services

Choose from customizable service plans ranging from complete IT outsourcing, server assistance, client assistance to monitoring.

Let Us Manage IT

- We become your internal IT department. We deploy state of the art technology tools to provide proactive and reactive support.

Let Us Manage Servers

- Addresses server, backup, bandwidth and network maintenance, support and monitoring

Let Us Manage Clients

- Provides help desk, administration, security updates and client management

Let Us Monitor IT

- Site Monitor watches the performance of computers, software and network infrastructure around the clock. Clients are alerted with actionable information when critical thresholds are breached. System Source technical personnel are available to take corrective action.

Trust System Source to manage your IT

- 60 trained, full-time knowledgeable technicians and engineers carry certifications from Microsoft, HP, Cisco, Red Hat, Citrix, Novell, Lefthand, VMware, Symantec, Raritan, Kaseya, and others
 - Manufacturer certified service technicians average 9 years of industry experience, and enterprise consultants 11 years
 - All staff is thoroughly interviewed and tested with background checks
- Company is locally owned
- 26 years in business
- Awarded the Performance Excellence Award by HP for Premier Service and Support in 2005, 2006 and 2007 for customer satisfaction
- System Source has been the #1 or 2 largest e-business provider, network integrator and computer reseller for the last three years according to the *Baltimore Business Journal*
- Original owners, Maury Weinstein and Bob Roswell, still operate the business



Managed Services

	Let Us Manage IT	Let Us Manage Servers	Let Us Manage Clients	Site Monitor
LAN/WAN				
Infrastructure monitoring (24x7)	X	X		X
Trending and capacity planning	X	X		X
Bandwidth monitoring and utilization	X	X		X
Climate and power monitoring	X	X		
Configuration modification	X	X		X
Rebuild down systems to server image	X	X		
Service packs and security patches	X	X		
Backup Assistance	X	X		
Operating system support	X	X		
Security Scan & Baseline Analyzer	X	X		
Support for popular applications	X	X		
Server administration- user and password setup	X	X		
Restore Network Files	X	X		
Help Desk				
Software support and call tracking with chat	X	X	X	
Level I support for specialty applications	X	X	X	
Service packs and security patches	X		X	
Rebuild down systems to desktop image	X		X	
Restore files	X			
“How to” support	X		X	
Client software update deployment	X		X	
Virus and Spyware Scanning	X		X	
Monitoring of hardware and software changes, low disk space and new devices	X	X	X	
On-Site Support				
Level II support	X	X	X	
Handheld device management and support	X		X	
Break-Fix				
Immediate replacement computers on site	X	O	X	
Free service labor	X	X	X	
Firmware updates	X	X	X	
Warranty eligibility	X	X	X	
Parts procurement and return	X	X	X	
On-site parts inventory	O	O	O	
Administration				
Network documentation and policy	X	X		
Hardware and software inventory reporting	X	X	X	
IT management reporting and review	X	X	X	
New purchase recommendation	X	X	X	
Supplies replenishment	O		O	
Additional Services				
Spam control	O	O	O	
Exchange hosted services	O	O	O	
Moves, adds and changes allowance	X	X	X	
Training	O	O	O	

Services offered standard business hours EST

