

managed services

What is managed IT? System Source becomes responsible for maintaining and operating your IT infrastructure:

- at a fixed price
- with a service level agreement
- potentially supplementing existing staff

“Our staff appreciates having direct access to extremely competent help. We no longer have to service computer/user problems ourselves and experience a cost reduction as well.”

Dr. Yvette Colon, Director of Education & Internet Services
American Pain Foundation

Menu of Services

Let Us Manage IT - We become your internal IT department. State of the art technology tools are deployed providing proactive and reactive support.

Let Us Manage Servers - Addresses backup, bandwidth and network maintenance, support and monitoring.

Let Us Manage Clients - Provides help desk, administration, security updates and client management.

Let Us Manage Printers - Provides toner and/or maintenance by proactively monitoring your printers.

Let Us Monitor IT - Watches the health and performance of computers, software and network infrastructure.

Hosted Server Options

Let Us Manage Hosted Servers (Virtual/Physical) - We become your data center by addressing backup, bandwidth, maintenance, support and monitoring.

Let Us Maintain Hosted Servers (Virtual/Physical) - We supplement your IT team by maintaining your server infrastructure in our data center.

Let Us Host Servers (Virtual/Physical) - Customer managed, dedicated server hosting.

System Source Benefits

Knowledgeable Staff - 40 trained, full-time technicians and engineers carry certifications from Microsoft, HP, Cisco, Red Hat, Citrix, Novell, Lefthand, VMware, Symantec, Raritan, Kaseya and others.

Experienced Team - Manufacturer certified service technicians average 9 years of industry experience, and enterprise consultants 11 years.

Quality Assurance - All staff is thoroughly interviewed including testing and background checks.

29 Years in Business - Company is locally owned and operated by original owners, Maury Weinstein and Bob Roswell.

Recognized by Partners - Awarded the Performance Excellence Award by HP for Premier Service and Support Satisfaction for the last 4 years.

Local Accolades - System Source has been ranked #1 or #2 largest e-business provider, network integrator and Audio-Visual integrator by the Baltimore Business Journal for the last 4 years.

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	Let Us Manage IT		Let Us Manage Servers	Let Us Manage Clients		Let Us Manage Printers		Let Us Monitor IT
	Complete	Essentials		Complete	Essentials	Just In Time Toner	Toner & Service	
Servers & Network Infrastructure								
Infrastructure monitoring (24x7)	X	X	X					X
Trending and capacity planning	X	X	X					X
Bandwidth monitoring and utilization	X	X	X					X
Configuration modification	X	X	X					X
Rebuild down systems to server image	X	X	X					
Service packs and security patches	X	X	X					
Backup assistance	X	X	X					
Operating system support	X	X	X					
Security Scan & Baseline Analyzer	X	X	X					
Support for popular applications	X	X	X					
Server administration - user & password setup	X	X	X					
Restore network files	X	X	X					
Help Desk								
Service packs and security patches	X	X	X	X	X			
Virus and spyware scanning	X	X	X	X	X			
Monitoring of hardware and software changes, low disk space and new devices	X	X	X	X	X			
Restore files	X	T	X	X	T			
"How to" support	X	T	X	X	T			
Client software update deployment	X	T	X		T			
Software support and call tracking with chat	X	T	X	X	T			
Level I support for specialty applications	X	T	X	X	T			
On-Site Support								
Level II support	X	H	X	X	H			
Rebuild down systems to desktop image	X	H		X	H			
Handheld device management and support	X	H		X	H			
Break-Fix								
Replacement parts procurement and service	X	X	X	X	X	X	X	
Warranty eligibility check	X	X	X	X	X	X	X	
Immediate replacement computers on site	X	H	O	X	H			
Service labor included	X	Warranty	X	X	Warranty	O	X	
Firmware updates	X	H	X	X	H			
On-site parts inventory	O	O	O	O	O	O	O	
Administration								
Network documentation and policy	X	X	X	X	X			
Hardware and software inventory reporting	X	X	X	X	X	X	X	
IT management reporting and review	X	X	X	X	X	X	X	
New purchase recommendation	X	X	X	X	X	X	X	
Toner supplies replenishment	O	O	O	O	O	X	X	
Additional Services								
Client moves, adds and changes allowance	X	H		X	H			
Training	O	O	O	O	O			

X - Included T - Per Ticket H - Hourly O - Option Services offered standard business hours EST

managed internet services

What are managed internet services? System Source becomes responsible for maintaining and operating your internet infrastructure:

- at a fixed price
- with a service level agreement
- potentially supplementing existing staff

Data Center Facility	Let Us Manage Hosted Servers	Let Us Maintain Hosted Servers	Let Us Host Servers	Let Us Monitor IT
Multiple tier 1 internet providers	✓	✓	✓	
100 KW backup generator	✓	✓	✓	
UPS for clean and reliable power	✓	✓	✓	
Redundant air-conditioning systems with humidity control	✓	✓	✓	
Access controlled entry with two factor authentication	✓	✓	✓	
Servers & Network Infrastructure				
Support for physical or virtual servers	✓	✓	✓	
Infrastructure up/down monitoring with alerts (24x7)	✓	✓	✓	✓
Advanced monitoring with benchmarks and trending (24x7)	✓	✓	○	✓
Capacity planning	✓	✓	✓	✓
Bandwidth monitoring and utilization	✓	○	○	✓
Configuration modification	✓	H	H	
Rebuild down systems to server image	✓	H	H	
Service packs and security patches	✓	✓	H	
Backup assistance with off-site storage	✓	✓	✓	
Operating system support	✓	✓	H	
Security scan & baseline analyzer	✓	H	H	
Support for popular applications	✓	H	H	
Server administration- user and password setup	✓	H	H	
Restore network files	✓	✓	H	
Help Desk				
"How to" support	✓	✓	H	
Software support and call tracking with chat	✓	✓	H	
Level 1 support for specialty applications	✓	✓	H	
Break-Fix				
Parts procurement and return	✓	✓	H	
Warranty eligibility	✓	✓	H	
Service labor	✓	✓	H	
Emergency after-hours support for system availability	✓	✓	H	
Firmware updates	✓	✓	H	
Administration				
IT management reporting and review	✓	✓	✓	
New purchase recommendation	✓	✓	✓	

✓ - Training T - Per Ticket H - Hourly ○ - Option Services offered standard business hours EST