

managed IT services

What is managed IT? System Source becomes responsible for your IT support:

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

“We’ve used Managed Services for years and are very satisfied. With an entire IT team available whenever I need them, my employees can get assistance, and I can tend to other responsibilities. They know their stuff and give excellent advice. They monitor our servers, maintain our IT equipment, and keep our data safe with reliable backups saving us from (costly) Ransomware attacks and data corruption. System Source has been a true blessing as our trusted IT provider and consultant. I would certainly be lost without them!”

Matt Glenn, CPA + Controller
Douron

Menu of Services

Let Us Manage IT - We become your internal IT department. State of the art technology tools are deployed providing proactive IT services for on premises and cloud environments.

Let Us Manage Servers - Addresses backup, bandwidth, network maintenance, support, optimization and monitoring for on premises, cloud or hybrid environments.

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

Let Us Manage Mobile Devices - Addresses BYOD initiatives using cloud based management.

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

Let Us Manage Office 365 Portal - Provides administration and support for Office 365 functionality.

Let Us Manage Patch - Manages Microsoft patches/updates and freeware utility updates/upgrades for client workstations and servers.

System Source Benefits

Flexible Solutions - On premises, private or public cloud and hybrid configurations to meet any requirements.

Knowledgeable Staff - 30 trained, full-time technicians and engineers carry certifications from AWS, Microsoft, HP, Cisco, Dell, Citrix, VMware, Symantec, Nimble, Kaseya, Veeam and others.

Microsoft designated System Source as a Managed Partner.

Experienced Team - Manufacturer certified engineers average 18 years of industry experience and enterprise consultants 23 years.

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

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

Local Accolades - System Source is a 4-time winner of “Top Workplace in Baltimore” by *The Baltimore Sun*.

State of Maryland Contracts - Maryland Educational Enterprise Consortium (MEEC) contract holder for Help Desk Services and Hardware Sales.

LET US MANAGE ...

Servers & Network Infrastructure	IT		SERVERS		CLIENTS		PRINTERS	OFFICE 365 PORTAL	PATCH	MOBILE PHONES
	Complete	Hybrid	Complete	AWS	Complete	Hybrid	Just In Time Toner			
Infrastructure and SAN monitoring	X	X	X	X						
External vulnerability scan	X	X	X	X						
Capacity planning	X	X	X	X						
Bandwidth monitoring	X	X	X	X						
Configuration changes	X	X	X	X				X		X
Service packs and security patches	X	X	X	X					X	
Backup and restore assistance	X	X	X	X						
Security scan & event log alerts	X	X	X	X						
Self-service password installation	X	X	X	X				X		
Spam blacklist detection	X	X	X	X						
Phone system attendant failover	X	X	X	X						
Help Desk, Operating System and Application Support										
Microsoft client patches/updates and freeware utility updates/upgrades	X	X				X	X			X
Virus and spyware monitoring	X	X	X	X		X	X			
Phishing campaign	X	X				X	X			
"How to" support	X	X	X	X		X	X			
Monitoring including low disk space	X	X	X	X		X	X			
Client software update installation	X	X	X	X		X	X			X
Software support and call tracking	X	X	X	X		X	X			
Level 1 support for specialty applications	X	X	X	X		X	X			
User move, add & change allowance	X	H				X	H			
Training as recommended by help desk	X	X				X	X			
Software image creation	X	X				X	X			
On-Site Support and Break-Fix										
On-site for covered services as needed	X	H	X			X	H			
Rebuild down systems	X	H	X			X	H			
Presentation room maintenance	O	O	O	O		O	O	O	O	O
Replacement using client-owned spares	X	H	X			X	H			
Break-fix service labor	X	Warranty	X			X	Warranty	H		
Administration										
IT management reporting and review	X	X	X	X		X	X	X	X	X
Hardware & software inventory reports	X	X	X	X		X	X	X	X	X
Network documentation and policy	X	X	X	X		X	X			
New purchase recommendation	X	X	X			X	X	X	X	X
Toner supplies replenishment							X			
AWS management				X						

X - Included H - Hourly O - Optional Services offered standard business hours EST