SERVICE BRIEF

Workstation Management

Proactive maintenance and security updates for your workstations, with remote and on-site IT support for your staff.

All-You-Can-Eat Help Desk Support

End-users are human. Shouldn't their IT support be human 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 support for your users, as well as proactive desktop remote management and maintenance for your workstations.

The Hi-Tech Desktop Platform

Remote monitoring, maintenance, and reporting, with cost-effective support.

Hi-Tech's Proactive Workstation Management provides comprehensive preventative maintenance services remotely. This solution consists of a desktop/laptop agent within the Hi-Tech technology platform with all of the intelligence built in to conduct day-to-day preventive maintenance services, a bundled managed antivirus package, and remote access technologies. Empower your organization by giving them access to Hi-Tech's unlimited phone and remote support. Our flat rate resolves the issue of having to wait for approval to increase IT support costs. With desktop and user care, we generate detailed inventory reports and

configurations related to all of the preventive maintenance activities conducted through the Hi-Tech 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.

"No IT question is too small for Hi-Tech's Help Desk"

Proactive managed workstation support will reduce employee downtime and increase their productivity. Keeping your workstations patched and updated will help mitigate problems caused by hackers and malicious software. Our proactive monitoring software can identify pending hardware failures before they become a problem. Clients can even access Hi-Tech's help desk to solve common questions with regards to Microsoft Office products and other issues system issues.   extended downtime.

Unlimited On-Site Support

Unlimited on-site support is exactly what it sounds like; when an issue cannot be resolved remotely, a technician will arrive on-site with the tools and resources to resolve the issue at hand. For example, hardware issues and problems pertaining to your network or the Internet would require a more personal touch. This ensures that we only go on-site when it is necessary, minimizing your expenses.

Features

- Phone and Remote Support
- On-Site Support When Needed (additional fees may apply)
- Workstation Maintenance and Security Updates
- Security Update Whitelisting
- Flat-Rate IT for Easy Budgeting

Benefits

- Proactive monitoring prevents extended downtime.
- Experienced help desk personnel can answer questions for common productivity suites, such as Microsoft Office.
- Maintenance is performed remotely to save your business money.
- Managed antivirus and malware protection from common threats.
- Windows Updates and security fixes are tested and whitelisted before being deployed.
- Your employees can resolve issues quickly and efficiently, so they can accomplish more in their workday.

Get Proactive! Call Us TODAY!
810.326.9000|Fax:810.326.9100
www.hitech.net|sales@hitech.net

3070 Palms Road
Casco, Michigan 48064