



VIRTUAL IT PARTNER

Innovative
Intelligent
Informative

Experience maximum network uptime, increase your efficiency and spend your time focusing on your core business functions rather than your IT

"Among current users of managed services, 46% of firms have trimmed their annual IT expenditures by 25% or more as a result of their shift to managed services, including 13% that have slashed annual IT expenditures by 50% or more on the IT functions they have given over to an MSP." - CompTIA, Trends in Managed Services Study.

Monitor and maintain your network for a fixed monthly cost.

- Less time spent on IT concerns and more time spent growing your business and nurturing your customers.
- Regular maintenance and support services are performed without disrupting your employees or workflow.
- Ensures your network remains operational, which avoids unexpected expenses and reduces overall IT costs.
- Heritage can handle all recurring maintenance tasks so you don't have to, including Windows updates, disk defragmentation and disk cleanups to ensure your devices are properly updated and maintained at all times.

What can remote monitoring and management do for your business?

SERVICE	Basic	Complete Care
9-5 Remote Helpdesk Support with 5 Incidents per Month	✓	
9-5 Remote Helpdesk Support with Unlimited Incidents		✓
24x7 System Monitoring	✓	✓
9-5 Onsite Technician Support billed at hourly rate	✓	
9-5 Onsite Technician Support included in monthly rate		✓
7 Point Executive Report for Servers & Workstations	✓	✓
Access to Built-in Ticketing System	✓	✓
Advanced or Customized Reporting		✓
Anti-Virus Software Management	✓	✓
Backup Job Monitoring	✓	✓
Basic Maintenance Tasks	✓	✓
Email & Anti-Spam Management		✓
Employee Change Management	✓	✓
Hardware & Asset Inventory		✓
Installation of Windows Updates	✓	✓
Mobile Device Management		✓
Router, Firewall, Switch & APC Management		✓
Server & Workstation Health Monitoring	✓	✓
Server & Workstation Performance Monitoring		✓
Server Role Specific Monitoring		✓
Software Licensing Inventory	✓	✓

**Complete Care
is All You Can
Eat!**



For reliable help with your computers, software, network & those special projects.

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Email: hts@htspc.net
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