

Why Outsource IT Services?

It can help you to cut costs, improve processes and increase business productivity while enhancing agility and value for your company.



Virtual Technologies Group offers network and desktop support services on an as needed basis or contractual basis. Depending on your company requirements, either plan can be tailored to ensure outstanding support is just a phone call away.

Virtual Technologies Group offers three levels of support plans.

Feature	Basic	Advanced	Premium
Help Desk Services Certified Engineers log calls, dispatch and track service events Reports are provided to customer after issue is resolved	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Unlimited Telephone & Remote Support Telephone or Secure remote access support as needed	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Hardware Maintenance & Warranty Management Repair Services for hardware & warranty repairs	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Microsoft Application Support/Maintenance Software updates and troubleshooting	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Software License Management Tracking and renewal management of software licenses	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Spare Parts Stocking Whole unit and parts stocking for expedited hardware repair	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Priority Response Time 1 hour call back, 4 business hour response time	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Contract Meetings Scheduled contract review meetings with Help Desk Team	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Coverage Options 8X5 or 24X7 coverage	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Server Health Check/Maintenance Review of server logs, backup logs, performance monitors, etc		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Server Software Updates Installation of recommended patches, service packs and hot fixes		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Network Equipment Updates Review status of network components and logs		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Anti-Virus Software Management Review of anti-virus software for updated signature files and proper updates to servers and workstations		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Network Monitoring Proactive monitoring of devices and network connectivity			<input checked="" type="checkbox"/>
Project Services for Hardware Software Upgrades One time per year, for network products, internet products or servers			<input checked="" type="checkbox"/>

Contact us for your **FREE** 1-hour consultation.

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