

# MANAGED IT SERVICES





## Introduction

VANGUARD helps organizations focus less on their IT systems and more on their work. This is done by providing our clients the ability to have their systems actively monitored by our technicians 24 hours a day. By doing so, we will be able to give your organization enterprise support, around the clock. It is just like having your own IT team with you at all times. Vanguard's Manage Services is a proven strategy that helps our clients reduce downtime and enhance productivity.

## MANAGED SERVICES



### MONITOR

24/7 monitoring and preventative maintenance



### IMPROVE

Vanguard technicians improve our clients IT services through professional management, and market awareness.



### SUPPORT

Vanguard technicians are there to perform all required work on our client's computers, servers, network devices, printer, etc.



### REPORT

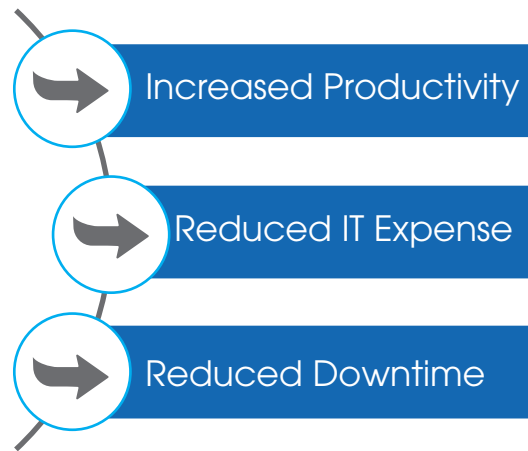
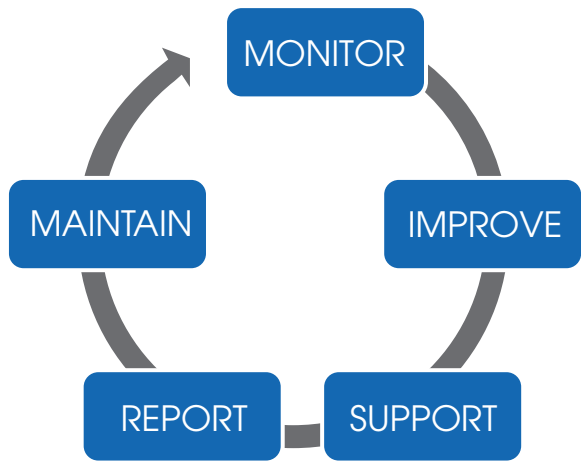
We report to our clients daily, weekly, and monthly on the health of their systems.



### MAINTAIN

Overall we maintain our clients IT services so that they don't have to. This leads to lower costs, less downtime, and increased productivity.

We consider this to be worry free IT



### ONSITE & REMOTE SUPPORT

Our primary focus at Vanguard is support. That is why at Vanguard we have trained technicians that can perform both onsite and remote technical work. With cloud services and the ability to access computers around the world remotely, our technicians can deliver a vast level of services on the fly. For the work that is required to be onsite, our technicians can deliver professional, customer focused support.

### END USER SUPPORT

Clients at Vanguard aim to achieve maximum productivity from their end users. Vanguard complements this through our robust SLA's and ticketing processes. Our clients are often times spread out between the field and office, we have taken this into consideration and have created a web based ticketing portal so that no matter where your employees are working from, they can achieve the support necessary to have answers on any of their technical needs.

### REMOTE MONITORING & MANAGEMENT

Vanguard's Remote Monitoring and Management service is proud to introduced application control. This is great for small, medium and large businesses currently utilizing Office 365 or Google Apps for business. From our central management consoles we can manage your business applications and email easily. This will save you time from having to manage individual accounts for each employee.

### MANAGED ANTIVIRUS

Vanguard's Managed Antivirus is based on award-winning enterprise software. Remotely, we can see what viruses and malware have tried to attack your systems and actively manage the threat. This is done 24 hours a day. 100% of our clients are at ease knowing that viruses are not a threat to their organization when Vanguard is managing their systems.



## ONSITE & OFFSITE BACKUP

We give our clients peace of mind with secure onsite and offsite storage to protect their critical business data. This is done by installing a light weight application on your computers or servers. Once this is completed we can then send your data securely and safely over the internet to our world class data facilities. By doing so you will never lose your data. At Vanguard we consider this your biggest insurance policy for your business.

## PATCH MANAGEMENT

Do you ever experience those pesky update reminders always popping up on your screen? Patch Management allows us to schedule, monitor, and manage your updates remotely. We cover all updates for Microsoft products, major browsers, Java, Adobe, Apple, Skype and many more. Patches are a major productivity killer, especially when you add up all the time you and your employees spend every day ignoring or accepting updates. Let us handle this for you, and increase your business productivity.



## SYSTEM REPORTING

System Reporting allows our clients to have an up to date view on their systems. Our reporting is extremely thorough with all business critical information to our clients to keep them in the loop daily, weekly and monthly.

## WEB PROTECTION

Vanguard Tech Services web protection enables our team to apply time-based browsing rules and web content filtering across an entire organization or to specific users. Our Web Protection in conjunction with Managed Antivirus can also keep your business safe from websites pushing malware, phishing, proxies, spyware, adware, botnets and spam.

## ASSET AND INVENTORY TRACKING

Ensuring your IT inventory is up to date can be vital when proactively catching problems before they occur. It can also be very helpful when tracking warranties and licensing. At Vanguard we can track your assets and provide detailed reporting so that you can know what you have and where you have it.

- ▶ Asset Tracking
- ▶ Warranty Tracking
- ▶ License Tracking

## MOBILE DEVICES MANAGEMENT

Mobile Device Management over the past few years has seen a massive expansion. This is because mobile devices are being used for more and more tasks each day. Our Mobile Device Management software and protocols allow us to securely and efficiently manage your devices. We can create password policies, application policies, remotely wipe and lock your device, and much more, all from our office.

## 24 HOUR PREVENTATIVE MAINTENANCE

Preventative maintenance is implemented across the full spectrum of clients that we currently have. The reason for this is that through Vanguard's experience we have reduced outages and end user tickets by nearly 70%. Our systems consistently look at our clients 24 hours a day and when issue arise, they are addressed before they create larger issues noticed by our end users.

## MANAGED PRINT SERVICES

Complementary to our primary managed service offering, is our managed printer services. Vanguard will monitor your printers for malfunctions, usage, and replenishment. This is done by our state of the art remote monitoring and management software. We see this as a major benefit for our clients. Reason for this is that if you run low on ink, we can ensure ink is being replenished through our strategic partnerships. Our ink and parts are less expensive then what you will find through local vendors, and there is no work required.

**Dedicated support  
before you need it**

Preventative IT can save you money.





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