projex

# Managed IT Services



## *Let us worry about technology — so that your team can focus on core business functions …*

If there's one thing certain in IT, it's that things are always uncertain. Computers crash, software doesn't work as it should, and problems occur. And when they do, your response can be the difference between a minor hiccup and a full-blown business interruption.

Our fully-managed IT services are designed to help. We provide around-the-clock technical support for critical IT hardware and software investments. You gain peace of mind knowing that your information technology systems are up-to-date and performing as they should … and that a fully-staffed rapid response team is available when they're not.

Your IT staff gains time to support the core business functions that drive your business forward, while our IT team monitors your systems, applies patches, protects against viruses and ensures that backups are performing successfully.

- 24/7/365 help desk
- Around-the-clock network monitoring – including servers, desktops and mobile devices
- Troubleshooting and timely remediation for any processes or services that fail
- Patch deployment, Service Pack installation and anti-virus support
- Verification and management of data backups
- Custom projects

**A Complete Suite of Fully-Managed IT Services**

Project Execution Network can help take the hassle out of IT management, so you can focus on your business. Our extensive list of IT service offerings includes:

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|---|---|
| **Help Desk** | Our U.S.-based help desk provides 24/7/365 support for all covered hardware and software applications. Highly-skilled technicians can be contacted by phone, email or web-based chat, and are ready and waiting to help answer your technology questions. |
| **Network Monitoring** | Our network monitoring service keeps tabs on your network activity around the clock. When a system or function fails, our technical support team immediately jumps in to investigate. Once a problem has been identified, we'll work to fix it — in many cases before you even realize there was an issue. |
| **Business Continuity** | Our data backup and continuity solution ensures that your critical information is secure, backed up and accessible whenever you need it — even during a network failure or other disaster. |
| **Project Work** | Our technicians are also available for custom projects designed to help optimize your IT infrastructure. From software installations to data migrations, setups and configurations, there are are more than 85 unique projects to choose from. And, in may cases, our project teams can perform this work overnight or over a weekend; eliminating interruptions and downtime at your office. |

Call, write or visit us online to learn more about Project Execution Network and how we can help your business execute high performance:

**Project Execution Network**

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**projex** *Executing High Performance*