

# MANAGED SERVICES

## **SUCCESSFUL COMPANIES LEVERAGE TECHNOLOGY AS AN ENABLER OF CUSTOMER EXPERIENCE, RESOURCE PRODUCTIVITY, COST MANAGEMENT, AND RISK MITIGATION.**

Strategic recognizes the need to have solid technology underpinnings to maximize business performance. For over 15 years, Strategic has been partnering with its clients providing the peace of mind that we have their IT needs and challenges covered, so they can focus on their business and customers.

### **PARTNER WITH STRATEGIC TO MANAGE:**

#### **• DESKTOPS**

From desktop to laptop or thin client, regardless of operating system, Strategic supports all brands.

#### **• SERVERS**

Whether you have physical or virtual servers, are hosting or looking to host your equipment, Strategic has the experience and capacity to help.

#### **• MOBILE DEVICES**

Whether you use tablets, smartphones, or any other productivity tool, Strategic can help with their management.

#### **• NETWORK**

Strategic deploys, manages, and supports switches, routers, access points, and many types of connectivity requirements from various vendors in a wealth of different environments.

### **WHY STRATEGIC?**

When you engage Strategic's Managed Services team, you have a fully staffed IT department at your disposal 24 x 7. Filled with the brightest minds in the industry, our expertise works to your advantage. We handle all proactive maintenance that needs to occur regularly but often gets pushed to the back burner. Our processes and automation ensure the highest performance from your technology investment.

Additionally, Strategic plans regular Strategic Business Reviews to cover all the bases with its customers. A collaborative walk-through of budgeting, planning, operational, and SWOT analysis ensures our customers strategically examine their processes, procedures, and IT investments to meet their current and future business objectives.

### **CONTACT US FOR MORE INFORMATION:**

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## **MANAGED SERVICES FOR YOUR DESKTOPS SERVERS & DEVICES**



- 24x7 On-Call Support
- Remote Troubleshooting
- A/V Malware Support
- Event and Error Log Support
- Ticketing System Access
- Outage Alerts & Tier 1 Remediation (Desktops)
- Tier 2 Remediation (Servers)
- File Cleanup & Patch Management
- Password Resets
- Tier 1 Support for Practice Management Software
- On-Call Systems Performance Management
- Proactive Alerts Regarding Malicious Virus, Severe Weather, Etc.

## **MANAGED SERVICES FOR YOUR NETWORK**



- 24x7 Circuit Support with Real-Time Up/Down Status
- WAN Hardware & Backup

## **BACKUP & DISASTER RECOVERY**



- 24x7 Monitoring of Backups