

# Simplifying IT



## Delivering solutions for all your business needs

CDS Office Technologies utilizes a comprehensive IT Management system to automate the daily, weekly, and monthly tasks that are required to keep your computer systems running smoothly.

## SUPPORTING YOUR BUSINESS WITH THE TECHNOLOGY RESOURCES YOU NEED . . .

CDS Office Technologies knows Small Business owners are constantly challenged by the task of managing their computer systems and would rather spend that time and effort working on their own business.

Managed Network Services (**MNS**) is a unique service that keeps your computer systems available so you can focus on your growing business. Our team of certified technicians will monitor your computer systems to prevent unscheduled downtime and catastrophic failures.

MNS can also provide your employees with remote technical support. Using remote support services, our technicians will troubleshoot, diagnose and resolve many common computer problems in just minutes.



- Proactive network and systems management
- Network assessment and inventory
- Microsoft patch management
- Spyware/Virus protection and prevention
- 24x7 real-time network monitoring
- Remote technical support
- Immediate problem diagnosis and resolution
- Emergency on-site services available
- Scheduled executive reports
- Asset inventory report
- Software licensing report



## Custom Solutions

Managed Network Services offers access to our helpdesk and if the problem cannot be solved remotely, we will schedule an on-site appointment.



## Industry Best Practices

Using a combination of proactive monitoring, scheduled maintenance and remote technical support, MNS is the most efficient and economical solution to support your companies computer systems.



## Operational Benefits

- Predictable monthly cost
- Increased network, internet and system reliability
- Comprehensive data and system security
- Improved employee productivity

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