



Field Services

- Field Services
 - anywhere in Western Canada
 - on site support
 - full day
 - half day
 - fleet vehicles self sufficient
 - fully bonded & insured
 - highly skilled people
 - we bridge between Corporate and Field IT
 - feedback from the trenches
 - field communications

Managed Print Services

- Managed Print Services
 - print fleet management
 - monitoring
 - analysis
 - cost reduction
 - print usage
 - optimization
 - supply management
 - toner
 - ink
 - drum kits
 - maintenance & servicing
 - predictive maintenance
 - break/fix
 - workflow optimization
 - document scanning & digitizing
 - secure print
 - PIN code
 - swipe card
 - confidential documents
 - leasing & purchasing

About Us

- About Us
 - 100 staff throughout Western Canada
 - Calgary
 - Edmonton
 - Fort St. John
 - Grande Prairie
 - Victoria
 - Western Canadian offices
 - Multi-award winning
 - Infrastructure innovation award
 - Fastest Growing SMB Cloud Partner
 - Microsoft IMPACT awards
 - Microsoft Partner of the Year
 - IAMCP Cloud Partner of the Year
 - CDN Best Cloud Computing solution
 - Gold Midmarket Solution Provider
 - Partners
 - Microsoft
 - Gold Datacentre
 - Silver Cloud Productivity
 - Silver Small and Midmarket Cloud Solutions
 - HP Elite
 - Dell Preferred
 - Gold Sonicwall
 - Safety certifications
 - COR
 - WHIMIS
 - H2S
 - First Aid

Managed360 IT Services

- Managed360 IT Services
 - IT360 bundle
 - includes
 - Maintain360
 - Monitor360
 - ServiceDesk360
 - 24/7, 365 days a year
 - After Hours Support onsite or remote
 - Scheduled onsite or remote
 - Priority Microsoft "bat phone" support
 - Guaranteed <4 hour response we average <20 min
 - Western Canadian presence
 - comes bundled with Monitor360
 - We do all basic maintenance for you free your IT for higher value tasks
 - Server updates Operating system updates
 - Desktop updates Operating System
 - Office, Java, Adobe, etc.
 - Outage scheduling to minimize impact
 - Weekly reporting
 - Maintain360
 - Server updates Operating system updates
 - Desktop updates Operating System
 - Office, Java, Adobe, etc.
 - Outage scheduling to minimize impact
 - Weekly reporting
 - Monitor360
 - 24/7 monitoring of your network
 - uptime
 - network latency
 - bandwidth usage
 - disk space
 - Windows services
 - issues are escalated to our (or optionally your) Support staff
 - partial list of monitored components
 - Inventory
 - Hardware
 - Automatic device discovery
 - Network devices Firmware (as available)
 - Servers
 - Workstations
 - Software
 - licensing information (as available)
 - Software push
 - ServiceDesk360
 - Fast, effective Remote support
 - Responsive, in-house Canadian based support
 - Talk to a human, first call every time
 - 8am to 5pm (PST, MST)
 - Tier 1 support
 - Friendly, certified staff
 - If can't resolve <15 min, escalated
 - Tier 2 support
 - Senior technicians for tougher technical issues
 - If unresolvable after 45min
 - Tier 3 and/or Onsite Dispatch
 - detection of threats as they occur
 - Antivirus360
 - optional web content control
 - social media
 - custom sites
 - professional customization
 - Backups
 - scalable offsite storage
 - US or Canadian data centers
 - Guaranteed uptime
 - Supports hybrid Cloud/Local backups
 - Your data is handled only by Certified technicians

Training & Certification

- Training & Certification
 - certification
 - recertification
 - authorized Microsoft Training provider
 - utilize the Canada Job Grant!
 - training offices
 - Fort St. John
 - Toronto
 - customized on site curriculums
 - Remote Training

Cloud

- Cloud
 - We are Office365 Experts
 - OneDrive
 - SharePoint
 - Skype for Business
 - Exchange
 - Microsoft Dynamics 365
 - Dynamics CRM
 - Private Cloud
 - Azure Canadian Data Centers
 - Calgary Data Center
 - Award winning Hybrid Cloud experts
 - Cloud solution in a Box

Web & Online Marketing

- Web & Online Marketing
 - Web design
 - self-editable
 - search engine friendly
 - Professional, on-staff designers
 - professional marketing help with building effective landing pages
 - Search Engine Marketing
 - Social Media Management
 - Mobile App Development
 - custom forms
 - custom apps

