



# MANAGED SERVICES

One monthly fee, 24/7 peace of mind

No more reacting to issues; just 24/7 pro-action

Our new managed services provide you with **peace of mind** that your business is in good hands and our team is proactively monitoring and maintaining your servers, workstations and I.T. infrastructure. With 24/7 management, you have assurance that you are being looked after at all times. A Managed Services Support Agreement allows us to identify and rectify issues before they happen. Our proactive approach to maintaining your I.T. infrastructure ensures your systems are kept healthy therefore avoiding unnecessary costs and downtime for your business. Your I.T. can be in our hands so you can do what you do best.

## WHAT ARE THE BENEFITS?

- One low, fixed monthly rate for unlimited helpdesk phone and email support with no lock in contracts
- 24/7 monitoring of your server, workstations and network
- Peace of mind ensuring business continuity
- Reduce I.T. overheads and operating costs
- Improved productivity for your company
- Oversight and management of all systems
- Enables your business to focus on its core business

Established in 2002, Loyal I.T. Solutions provides businesses with reliable, professional and loyal I.T. hardware, software and support services. Give us a call for a no obligation chat about how we can work together to help you achieve your business goals. Our team is waiting for your call.

"The Loyal I.T. team has been supporting and maintaining our business for over 10 years now and have kept us running smoothly. It's like having our own I.T. department!"

02 4337 0700

PROFESSIONAL.  
RELIABLE.  
LOYAL.



WE SPECIALISE IN I.T. SOLUTIONS FOR YOUR BUSINESS



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Here's what you get as a valued client  
– from \$38.50/month per user

	ESSENTIALS	PREMIUM
Helpdesk support including unlimited e-mail, phone, & remote support	✓	✓
On-site support	20% Discount	✓
After hours support	20% Discount	20% Discount
On-site call out fee on the Central Coast	✓	✓
On-site call out fees outside of Central Coast	20% Discount	20% Discount
Managed Endpoint Detection and Response - Endpoint Protection Platform - Advanced EDR Capabilities - Autonomous Threat Mitigation - Real-time Threat Detection and Response - Rollback Capabilities	✓	✓
Managed Computer / Server - 24/7 System Monitoring and Alerting - System Resource Monitoring (CPU/Disk/Memory) - System Services Monitoring - Managed Patch Updating for Operating Systems - Managed Patch Updating for Common Applications - System Reporting"	✓	✓
Backup monitoring (Only applies when using an off-site backup solution recommended and supported by Loyal I.T.)	✓	✓
Hardware / Service / Software Vendor Liaison	✓	✓

## HOW DOES IT WORK?

As part of your Managed Services Support Agreement, Loyal I.T. supplies and installs a service agent that proactively scans and monitors your infrastructure, desktops, servers and devices 24 hours a day, 7 days a week to ensure your network runs as smoothly as possible at all times.

If there are any failures or areas of concern our team is notified of potential issues before they affect your business. In addition to this, we will send a monthly health check report flagging any issues that may require attention.



PROFESSIONAL. RELIABLE. LOYAL.

