

Services

Information Technology Solutions

From emergency support to fully managed systems, Server/PC/Network Diagnostics to Complete Website Design, The Smart Design TechServices & Monthly Service Plans allow you to tailor a support program that precisely meets your organization's needs. Your custom service package is guaranteed to meet your technology needs.

Core Services

Designed to supplement your in-house capabilities to keep your network, computers and servers up and running. We offer all the IT Services listed to the right as ala carte Core Service items.

- Onsite
Hardware Maintenance / Software Maintenance
- Telephone
Help desk Support (with unlimited email support)
- Proactive
Patch Maintenance to detect and prevent problems before they occur
- Setup a Workstation Rapid Deployment Plan
- 4 hour
Emergency Response Discount

Managed Services

For the organization that does not have the time or the expertise on staff to manage critical components of their network, managed services are designed to keep everything running reliably. Call or Email us to setup an interview so we can best compile a plan to fit your company's needs.

- Onsite Prepaid Hours
- Level
1: 2 hours 10% discount on hourly rate
- Level
2: 4 hours 15% discount on hourly rate

- Level

3: 6 hours 20% discount on hourly rate

- When

customer exceeds 10 hours in a month and has monthly service agreement, all plans receive an additional 5% discount on hourly rate for all hours above prepaid hours.

- Telephone Help desk Support (with unlimited email support)

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24/7 System Monitoring

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Proactive Patch Maintenance for Security

(Off-Site Server Maintenance through VPN Access)

- Virus & Security Alerts (Off-Site Server Maintenance through VPN Access)

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4 hour Emergency Response Discount

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IT Blueprint -
Technology planning

Comprehensive Managed Services

For those organizations that require managed services and also need to ensure response guarantees for emergencies, this comprehensive plan provides our highest levels of service.

Call us today for your free evaluation and a

NEW Information Technology Experience.

info@thesmartdesign.com

(219) 369 - 4866