Our Managed IT-as-a-Service Plans provide regular management of systems and networks that keep your PCs, servers and networks up and running, minimizing downtime and maximizing productivity. Gain peace of mind with a flat per-device cost. Scalable and secure 24/7 support. When you're ready to transition to a Managed ITaaS Plan, Tekhouse is here to make the transition simple.

Take Your Support to the Cloud...

TEKSUPPORT STRATUS

→ Prescheduled Remote or On-Site Support

TEKSUPPORT CUMULUS

→ Remote Maintenance
→ Monitoring
→ Help Desk

TEKSUPPORT CIRRUS

→ Network Support
→ On-Site Support
→ Hybrid Backup
→ IT Consulting
→ Antivirus
→ Google Workspace

LOW LEVEL CLOUD SUPPORT

MID LEVEL CLOUD SUPPORT

HIGH LEVEL CLOUD SUPPORT

Managed ITaaS Plans

FEATURES	TEKSUPPORT STRATUS	TEKSUPPORT CUMULUS	TEKSUPPORT CIRRUS
Monthly Fee		•	•
Server and/or Workstation Management		•	•
Monitoring of Servers and/or Workstation		•	•
Hybrid Local & Cloud Backup		•	•
Help Desk			•
Client Remote Desktop Access		•	•
Phone or Remote Support	•	•	•
On-Site Support	•		•
IT Consulting			•
Networking			•
Antivirus & Malware Protection			•
Google Workspace			•
Dropbox			•

Each Plan's rate is calculated per user, server, workstation or network device. All Plans are customized based on your environment and support needs.

TEKHOUSE

Why is Maintenance Necessary?

It is easy to think computers are so advanced that they don't have the same problems as other machines. They should work perfectly all the time. Set them up once, and they just work, right? The truth is that your computer network is a collection of complex machines and software, communicating simultaneously, performing trillions of calculations, using hundreds of parts and wires, and under constant assault by the processing needs of the applications, unwanted viruses and spyware and their own users. Here are ten reasons every small business needs regular and preventative server and workstation maintenance:

1. Critical security updates need to be applied at least once a month
2. Firewall, virus and malware protection needs regular review and management
3. Daily use of servers and workstations by office staff can create random network issues
4. Management of backup status, data selected and data testing is critical to data recovery
5. Proactive server and workstation standardization minimizes problems
6. Management of hard drive resources prevents storage issues & server crashes
7. Analysis of server event logs can identify issues before they create network problems
8. Regular optimization of server(s) and workstations to increase speed and efficiency
9. Preventative maintenance provides real peace of mind that someone is regularly caring for your network
10. Predictable monthly budget and support minimizes financial and technical surprises

Because of these and other factors, your computers require regular computer service maintenance to keep the big problems away and maintain optimal performance.

What is Monitoring and Why Is It Important?
Monitoring allows us to monitor your equipment every business day of the year. It also allows us to proactively track and manage business critical elements between scheduled Maintenance visits. Monitoring provides visibility into your network allowing us to more quickly determine and address the root cause of many issues, and reduce the task of issue diagnosis. This results in cost savings and reduction of downtime.

CONTACT

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