

# Managed IT Services

RJ Young IT Services gives you a proactive experience, similar to having an in-house IT staff. Our program focuses on keeping your network up and running smoothly and helps prepare your network for future changes and growth. Here is what is included:

<b>TECHNICAL ACCOUNT MANAGER</b>	<ul style="list-style-type: none"><li>• Develops an IT roadmap for your organization's future technology needs</li><li>• Ensures sound integration of new technology</li><li>• Provides consultation on projects, selection of other technology providers and overall network health and stability</li></ul>
<b>MONITORING</b>	<ul style="list-style-type: none"><li>• Monitoring of backup software</li><li>• Automatic remediation of failed critical services</li><li>• 24/7/365 monitoring of network health to include viruses &amp; malware</li></ul>
<b>ALERTING</b>	<ul style="list-style-type: none"><li>• Alerting of critical service interruption to on-call technician</li></ul>
<b>AUTOMATIC REMEDIATION</b>	<ul style="list-style-type: none"><li>• Automatic remediation of PC's &amp; servers under contract</li></ul>
<b>PATCHING AND UPDATING</b>	<ul style="list-style-type: none"><li>• Automatic patching &amp; updating of Windows operating system(s) and supported software</li></ul>
<b>MANAGED ANTI-VIRUS &amp; ANTI-RANSOMWARE</b>	<ul style="list-style-type: none"><li>• Prevent, detect, and respond to known, unknown and zero-day threats through the latest in anti-exploit technology</li><li>• Daily scans and definition updates applied automatically without end-user interaction</li></ul>
<b>ON-CALL</b>	<ul style="list-style-type: none"><li>• End user help desk (24/7/365 available)</li><li>• On-call technician for extended hours</li><li>• No third party support - all calls answered by RJ Young team members</li><li>• Help desk available Monday - Friday from 8am-10pm and Saturday - Sunday from 10am - 8pm</li></ul>
<b>REPORTING</b>	<ul style="list-style-type: none"><li>• Quarterly network review and planning session with Technical Account Manager</li><li>• Customer portal to enter service tickets and review past tickets</li><li>• Strategic IT Roadmap</li></ul>
<b>ASSET TRACKING</b>	<ul style="list-style-type: none"><li>• Tracking of contracted network devices including serial number, approximate purchase date and warranty information</li></ul>
<b>SOFTWARE TRACKING</b>	<ul style="list-style-type: none"><li>• Tracking of all installed software &amp; licensing</li></ul>
<b>3RD PARTY VENDOR COLLABORATION AND ESCALATION</b>	<ul style="list-style-type: none"><li>• We'll speak to your other technology providers (i.e. internet provider, phone provider, specialty software provider) on your behalf, as your IT department</li></ul>
<b>CONTACT</b>	<ul style="list-style-type: none"><li>• Multiple ways to contact us for support: desktop icon, customer portal, email, phone</li></ul>