

InterDev Managed IT Services Clients Get All of the Services of a:

CIO  
Security Engineer  
Network Administrator  
Solutions Architect  
Systems Engineer  
Support Technician  
Compliance and Security Officer  
Help Desk

For About the Cost of Just One Network Administrator

*"For over 28 years we have been using InterDev's managed services for patch management, systems upgrades, and security. We have been extremely satisfied."*

— GA Department of Insurance

## InterDev Managed IT Services:

Your IT system is the heart of your business. If it's not working, nothing is.

Roadblocks, speed bumps, headaches. Call them whatever you want, but when things go wrong with your information technology systems, the effects reverberate throughout the entire company.



The vast majority of problems that companies have with their IT systems are preventable, but just one unfortunate event can wreak havoc—and even cause some companies to go out of business. InterDev is here to ensure that does not happen to your company.

A full-time IT person would help. But that comes with full-time salary and benefits. That's why InterDev developed a suite of customized Managed Services that can care for your systems 24/7; painlessly, remotely and consistently. We monitor and manage your systems continuously, instead of when it's convenient or urgent.

- Proactive Management
- More Up Time
- Improved System Confidence
- No Hassles, No Worries
- Serviced by Industry Certified Pros
- 24/7 Monitoring

InterDev places a strong focus on employee training and certifications. All staff is trained in a variety of disciplines so that critical knowledge is shared and does not reside with just one technical resource. You can be certain that the engineers and support staff overseeing your systems and networks have access to the critical information and know-how to keep data safe and systems running smoothly.

SERVICE PLANS		TOOLS	IT ASSIST	FULLY MANAGED	
NETWORK MONITORING	Disk space, RAID, email, website, utilization, ping		●	●	●
	Email/text alerts		●	●	●
	Backup status, virus definitions, advanced metrics			●	●
	Automatic creation of trouble tickets			●	●
	Personal phone alerts of critical issues				●
DOMAIN AND SYSTEMS MANAGEMENT	DNS and domain management			●	●
	Ensure MS Critical Updates for server			●	●
	Install Backup and AntiVirus upgrades annually			●	●
	Add/delete users remotely			●	●
	Firewall management			●	●
	Basic diagnostics			●	●
	Onsite/Offsite Backup Management			OPTIONAL	●
	Ensure MS Critical Updates for workstations				●
	Hardware repair management				●
CIO SERVICES	Scheduled business review		OPTIONAL	OPTIONAL	●
	Asset management (included with workstation option)		OPTIONAL	OPTIONAL	●
	Annual Technology plan		OPTIONAL	OPTIONAL	●
	Infrastructure / Network Diagram		OPTIONAL	OPTIONAL	●
PREVENTION AND SUPPORT	Helpdesk and Ticketing Management			●	●
	Install OS and applications				●
	Remote support at no charge				●
	Annual IT audit				●
	Disaster Recovery planning				●
OTHER AVAILABLE SERVICES	Cloud Management	Managed Firewall			
	Data Center Hosting	Vulnerability Assessments			
	Project Management	Network Assessments			
	Auditing and Compliance	GIS (Mapping, Spatial Analytics)			

