

Complete IT

When it comes to the best way to manage Information Technology services, every organization is different.

Some prefer to hire their own IT staff and don't mind the problems of hiring, training, and managing these specialized employees. While other organizations prefer outsourcing their IT work so they can concentrate on their core business, some use a hybrid mix of outsourced technicians and a small internal staff.

Complete IT is our premier outsourced IT support plan for companies that desire a completely managed IT environment. These customers typically do not have internal IT resources, or have those resources but prefer to use them in a more strategic role. Complete IT includes unlimited remote helpdesk, remediation, and onsite support along with our remote support and helpdesk services.

Complete IT Service Plan	
24/7/365 Remote Monitoring	✓
Initial call within one hour after receiving critical alert from monitoring system	✓
Automate Windows software patching for mission critical updates on Windows based workstations and servers	✓
Onsite storage backup	✓
Daily backup checks	✓
Quarterly backup testing (completed remotely)	✓
8-5 Remote helpdesk support	✓
Managed security (includes firewall, spam, and anti-virus protection/remediation)	✓
Quarterly reports	✓
Offsite backup/business continuity protection	✓
Password management	✓
8-5 Onsite support	✓
24/7/365 After-hours emergency support	✓

The best solution to managing your network may also be the least expensive



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Complete IT

The TSAChoice CIT Plan provides a series of building blocks designed to improve the reliability of your business network. With our proactive care and access to our help desk, your well-managed network will provide a satisfying experience for your end-users.

24/7 Monitoring and Proactive Maintenance -

Know someone is keeping an eye on your network 24/7 with a view for proactive response, correcting issues before they become downtime disruptions. If a critical alert is received from your network, we will call you within one hour after receiving the notification

Improved Security and Recovery

Our Complete IT Plan includes data security and network protection. Package options include backup, firewall, anti-virus, and operating system patch protection to ensure your network is as secure as possible. Onsite storage backups, daily backup checks, and remote quarterly testing of the quality of backups add an extra layer of protection in case of a catastrophic event.

Access to a TEAM

Our technicians provide a broad range of knowledge on a variety of specializations. We have dedicated technical staff that prioritizes the service needs of our CIT customers.

Comprehensive Reporting

In-depth reporting is provided on a quarterly basis, including firewall activity, basic health of systems, service ticket reports, and more.

Business Reviews

Provided regularly, along with a format for analyzing processes and coordinating your technology timeline to achieve business goals.

Predictive Budgeting

Your monthly payment for the CIT service plan covers both remote helpdesk and on-site services.

Password Management

Utilizing password management, you can provide a centralized and secure location for corporate and personal passwords. Provide end-users the tools they need to generate strong and unique passwords for their business accounts and receive notifications of those passwords if an employee departs.

Service Level Agreement (SLA)

We back up our Complete IT offering with committed times to respond to service tickets, and emergency support.

Know someone is keeping an eye on your network 24/7, correcting issues before they become downtime difficulties.