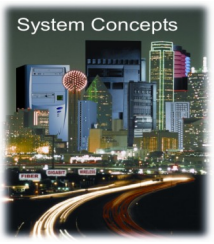
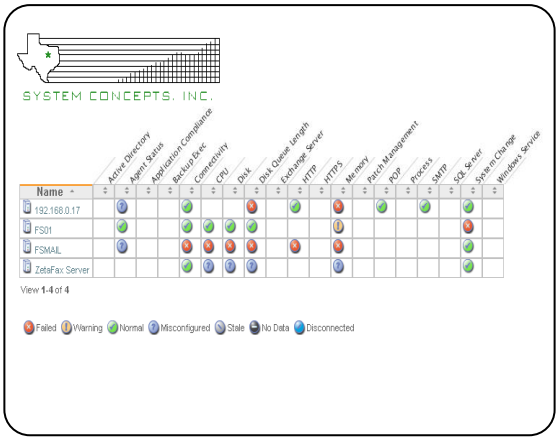
absoluteSUPPORT



Our Eyes on your Network

Like all businesses your size, you depend on your network to perform at its peak. How often have you wanted to send an important email only to find that the email server was down? How often have you wanted to access some important client information, but the database or file was inaccessible?

In today's competitive environment, you cannot afford to fall behind, and a partnership with System Concepts will help prevent this. System Concepts has developed an unmatched level of expertise in serving the unique needs of small businesses through our exclusive absoluteSUPPORT program.



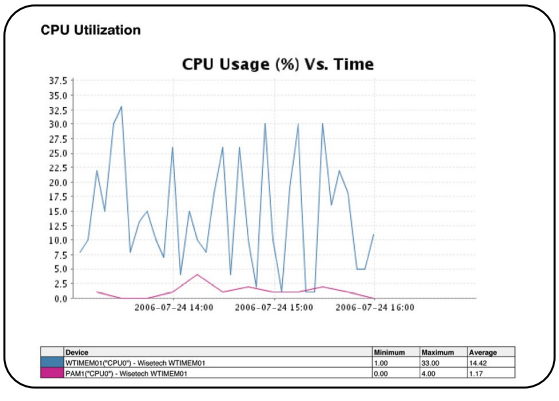
Our state-of-the-art, remote monitoring system lets us know about problems with your network environment before they affect you.

Benefits of System Concepts absoluteSUPPORT Program:

- Peace of mind: Let us be your network watchdog, allowing you to focus on your core business revenue-generating activities and leave the fire-fighting to us.
- Higher Levels of Employee Productivity: By allowing us to watch your network, we will reduce the business impact of IT failure by shortening the mean time from failure to issue resolution.
- Cost Savings: Monitoring will allow us to immediately determine the root cause of any network issue, thereby reducing the timely task of issue diagnosis from hours to mere minutes—resulting in cost savings in the end.
- Introducing Accountability and Transparency into your ISP or Other hosted Applications: Because we can monitor the connectivity of your internet connection and other hosted applications, we can provide reporting around the actual delivery of such services—all designed to ensure you are receiving the level of service you are paying for.
- Access to Wealth of IT Expertise and Experience: Our staff has over 75 years of combined experience and is accredited by Dell, Cisco, Compaq, Hewlett-Packard, Microsoft, Double-Take and others.

Network Peace of Mind

Fixed Cost IT—It's that simple! For a fixed monthly fee, System Concepts will work with you to understand your business availability needs and budget concerns. We will run a baseline assessment of your existing infrastructure to understand any potential weaknesses. Then we will custom tailor a service level agreement that defines your expectations and needs. Then we'll deliver on it. It's that simple!



Our automated systems will generate reports on items that threaten the performance, security, or integrity of your network environment.

Why Choose System Concepts as your Technology Support Partner?

We can help keep your key business tools like email and internet up and running by working to reduce the amount of issues that you experience. With our absoluteSERVE Program we'll have technicians looking after your network with issues BEFORE they affect your productivity.

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