

Managed Services



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Overview

TAG Solutions Managed Services offerings are designed to give you the critical support you need to maximize the security, performance, and stability of your Information Technology infrastructure, without the expense of full-time IT staff.

TAG Solutions Managed Services bring together the critical elements of “best practices” Information Technology management to provide:

- Proactive monitoring, management and security of Information Technology assets
- Professional, industry-certified technical support
- Ongoing business technology consulting and reporting

Our knowledgeable, experienced engineers employ industry best practices to mitigate risks and improve the health of your infrastructure. Whether performing essential equipment maintenance or responding to end-user inquiries, our objective is to maximize the productivity of your employees by maximizing the reliability and performance of your Information Technology assets.

However, maintaining your business technology is only half of the solution. TAG Solutions will help remove the uncertainty from your operating environment through our ongoing technical consultation that will help you link your technology plan to your business plan – and to budget for continued growth, not for emergencies.

Whether you're supplementing your existing IT team, or outsourcing your IT activities completely, TAG Solutions Managed Services provides the following benefits:

Benefits

- **You'll avoid expensive repairs and recovery costs.** Our preventative maintenance and proactive monitoring detects small problems early - preventing them from escalating into expensive repairs and downtime.
- **You'll experience faster performance and greater reliability.** TAG Solutions Managed Services are designed to make your network run well – allowing you and your employees to focus on your business and clients.
- **You'll feel as though you have an in-house IT department without the costs.** As a TAG Solutions Managed Services customer, you'll have access to a knowledgeable support staff that can be reached quickly should you have any kind of problem or question.
- **You'll virtually eliminate trip fees and receive faster support.** Our remote support technology enables us to access and resolve most issues right from our office, getting you back to business faster.
- **You'll remove the unpredictability of expenditures associated with your Information Technology assets.** For a flat monthly fee, you will improve your network stability, and be able to turn information about your infrastructure into sound decisions about future improvements.
- **You'll safeguard your data.** If you rely on computers for your daily operations, it's time to get serious about protecting your critical, irreplaceable information assets.
- **You'll increase productivity.** Our managed services address losses associated with annoying viruses, spam, and spyware, but you'll address many of the security and compliance concerns that come along with them.
- **You'll gain peace of mind.** TAG Solutions will ensure everything pertaining to your Information Technology infrastructure's security and reliability is handled so you can focus on your business.



Programs

- **Monitor** – Our most affordable service alerts you when servers, storage, network or security issues arise and provides monthly reporting for your records. Our Monitor program makes an excellent supplement to an existing IT team, helping ensure that no incident goes undetected.
- **Secure** – Our managed security service ensures that your business is protected from viruses, spam and malware and keeps your security devices are kept up to-date. Our monthly reports keep you abreast of all security activities.
- **Core** – Our core managed service handles all of your server management, updates, monitoring and security activities, while leaving desktop activities to your internal IT team. This division of labor optimizes the allocation of resources and makes the best use of IT budget dollars. In addition, TAG Solutions provides regular technology consulting to ensure that all of your IT needs are met.
- **Manage** – For organizations that don't require off-hours support, our Manage program offers a complete monitoring, management and security program suitable for any business. This service addresses all server, desktop and network needs and addresses your organizations security requirements, as well. In addition, TAG Solutions provides regular technology consulting to ensure that all of your IT needs are met.
- **Complete** – For organizations that want a complete solution at a competitive, predictable price, our Complete program delivers "Information Technology in a box". Along with proactive monitoring of all IT assets, our Complete program secures, protects and manages all of your servers, desktops and networks. Our monthly reporting ensures that your team is kept aware of network and security activities, while our on-demand support team addresses any issue that may arise. Our quarterly consulting and budgeting guidance helps ensure that your technology infrastructure is always moving in the right direction.

Get Started

Managing, protecting and securing your business has never been easier. With TAG Solutions Managed Services, it's cost-effective, too. To get started, please contact us at any of the following:

Voice: (518) 292-6500 Option 1 (Sales)
E-Mail: sales@tagsolutions.com
Web: www.tagsolutions.com

We look forward to working for you.

The TAG Solutions Team