think assured

When you employ Think I.T.

- It truly is in our best interest for you to be operational, not failing.
- We really do include all your support, for predictable monthly spend.
- Working with us changes your I.T. infrastructure from an expense to an asset.
- We don't take holidays and we aren't entitled to sick days.
- We train ourselves, so we are always up to speed with the latest and greatest technology.
- You employ a whole team, not just one person; from the hands on Technician to the safe guarding Network Administrator, right up to the Strategic Board Advisor.
- We have a network of associates so regardless of the problem we'll find the best solution.

Managed Services Hosted

Centralised Services

- Think Assured Endpoint Protection Plus
- Microsoft Patch Management
- Environmental Monitoring
- Connection Monitoring
- Offline Monitoring
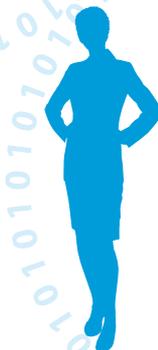- Optimisation and Management

Dedicated vCIO

- Technology Summary
- Budget Planning
- Business Impact of Technology Decisions
- Scheduled Business Review
- Security Review
- Backup and Disaster Recovery Review
- Centralised Service Review
- Customer Support Review
- Network Administrator Review

Dedicated Network Administrator

- Technology Checklist
- Best Practices
- Centralised Services Reporting
- Managed Inventory Listing
- Scheduled Onsite Maintenance
- Site Documentation including Network Diagrams and Key Infrastructure Photos
- Employee Profile Management

Customer Support Team

- Helpdesk Support
- Onsite Support
- Associated Labour for Replacement of Equipment Purchased from Think I.T.
- 3rd Party Services Management
- Primary Application Maintenance
- "How To" Questions
- Customer Portal Access
- VIP Support for Key Account People
- After Hours Guaranteed Response
- Premium SLA

think I.T.
information engineers

Additional Services

- ☐ Extended Monitoring - 24 by 7 Offline Notification
- ☐ Cloud Storage for Offsite Backup
- ☐ Medtech Optimisation
- ☐ Hardware as a Service (HaaS)