

# SASKTEL MANAGED IT SERVICES

## YOUR IT PERFORMANCE IS CRUCIAL

- How healthy is your IT environment?
- What proactive measures do you have in place to monitor your IT environment against any incidents that could bring it down?



Outsource the day-to-day operations, support, and repair of your IT environment so you can spend that time on your business priorities.

- **Superior IT environment performance** - Minimize downtime and maximize performance with proactive monitoring tools, online reporting, dedicated support teams, and Service Level Agreements (SLA)
- **Reallocate resources** - Focus your IT staff on your business goals by offloading the day-to-day management of your environment
- **Customizable** - Choose the combination of services that work best for your network, equipment, storage, and operating system components

## SERVICE DETAILS

MITS is available for communication systems, network devices (routers, switches, firewalls, WLAN controllers, wireless access points, WAN accelerators), and infrastructure devices (physical and virtual servers and storage devices).

- **Remote** - Remote support for issues related to device operating systems such as patches and updates (excludes upgrades)
- **On-Site** - Remote support for customer-owned equipment, plus equipment repair and replacement
- **Managed** - Includes all service from On-Site and the Monitoring add-on, plus device configuration backups, problem identification and management, and alarm resolutions

**Monitoring add-on** - Add Monitoring to any of the above package options and get proactive monitoring, alarming, 24/7 data collection, email notifications, asset inventory, access to SaskTel IT Service Management (ITSM) Centre, and help from dedicated support teams.

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## SASKTEL IS YOUR PARTNER IN BUSINESS

Your business deserves a trusted partner dedicated to helping you get started and growing your business into the future. At SaskTel, we not only offer a unique suite of communications and IT solutions with enterprise networks built and powered by us, but we work with other industry-leading companies to help deliver the solutions you need to effectively manage your business and thrive through technology.

We have been committed to connecting businesses for over 100 years and are a partner you can depend on to continue to invest in technology that is reliable and resilient for the next 100 years. With a proven track record of serving and helping national and international businesses solve problems and succeed, we look forward to connecting with you to serve and grow your business.

Let's start a conversation.

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