

MANAGED IT SUPPORT

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At Golden Tech, we're consistently perfecting our craft: keeping you focused on the things that matter most. Leave all the rest of it to the good folks at Golden.

There's no avoiding it, without some form of quality networking, business as we know it would halt. That said, there exist varying degrees of quality in networking, and with greater quality (better planning) comes greater efficiency and more profit. Our flagship offering, "Managed IT Support" provides our clients with a completely custom-tailored solution to their networking and infrastructure needs.

NETWORK MISMANAGEMENT: THE OLD WAY

The prevailing attitude in small-to-medium-sized business has been to only address the technology infrastructure when it's failing. Using your IT company to simply come in and fix problems as they pop up is a sure fire way to ensure your average downtime incident lasts much longer and that those incidents happen more frequently.

While your on-staff IT folks are crucial to your success, the day to day technology needs often put proactive planning and consistent monitoring on the back burner. Under the Managed IT Support plan at Golden Tech, your network infrastructure grows and evolves with your company and downtime is significantly reduced by offsite monitoring and consistent upkeep.

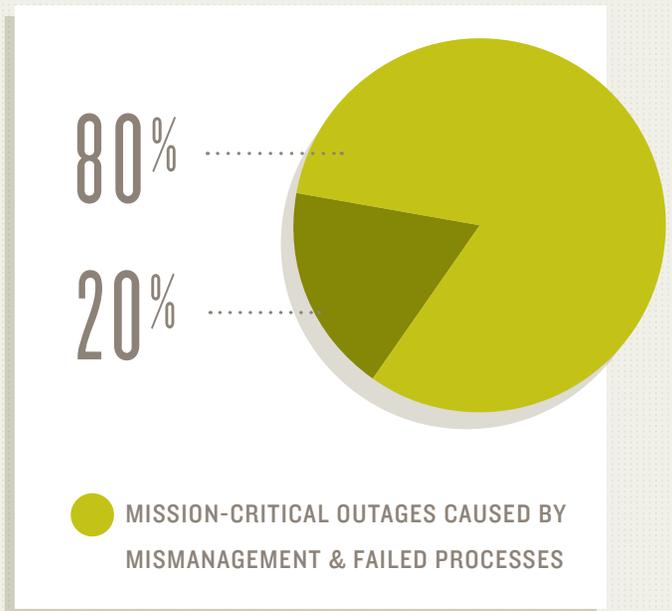
Quality Planning Limits Network Downtime

80% of unplanned outages are due to ill-planned changes made by administrators ("operations staff") or developers. Smaller day-to-day network configuration tasks, according

to Enterprise Management Association, result in just over 60-percent of "availability and performance errors."

We all know that mission-critical service performance is married to revenue. The better our networked services behave, the better our employees produce; a rather simple formula really. But, when we don't put the right people and right processes in front of our network, we're destined to fail.

And fail you will, according to a Gartner study it is expected in the next 3 years that 80-percent of mission-critical outages will be directly caused by mismanagement, poor planning, and failed processes.



Network Downtime is Costly

Last year, downtime cost U.S. businesses right about \$26.5 billion in lost revenue. That's a scary number, but it's hard to really apply it to your business, right? Luckily researchers have dialed in the microscope a bit more. The average small-to-medium-sized business loses an average \$42,000 each hour of downtime. Another study (in case you weren't convinced) found the cost to be more accurately \$5600 per minute.

Sure, but how much downtime do you really see in a year? Chances are, if you're reading this, you're seeing above average downtime and looking for the solution. But even average downtime hovers around 87 hours a year, with average instances lasting thereabouts 200 minutes each and every time.

PROACTIVE CARE, PROFOUND SUPPORT: THE NEW NORMAL

A hefty dose of proactive care combined with an unrivaled level of support makes for a relationship the envy of many happily married couples.

How We Reduce Downtime

While we pride ourselves in getting your business the custom-tailored solution for your needs, making things completely custom is grossly inefficient. That's why we've got time-tested, well-researched processes in

place to monitor your infrastructure and support it in a timely manner.

Beyond just processes, though, we actively monitor each device on your network. This means that we know before anyone else that a problem might be occurring. This sort of proactive maintenance makes for an incredibly resilient network and reduces downtime by leaps and bounds. Much like a cable television technician, the best administrator is the administrator you never see.

Finally, our trained staff of engineers and experts regularly audits your infrastructure. We check for failing devices, environmental risks, and inefficiencies in the design of the network. A well designed and implemented network can reduce downtime by 80-percent.

How We Enable Growth

The one thing you'll never get from the break/fix model of IT care is intimate knowledge of your company. A Managed IT Support relationship means that we spend a hefty chunk of time devoted to learning your specific goals. Knowing where you want your company to be in 6 months, 1 year, and 5 years, means that we can position your technology plan to achieve those goals. As things come up, we adjust your plan to meet the changing needs of your business. In short, Managed IT Support from Golden Tech saves you time and money. 

\$26.5

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\$5k

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MANAGED IT SUPPORT

FEATURES	BENEFITS
Single Point of Contact	Before switching to Managed IT Support, company's often have multiple IT vendors. Some contacts for procurement, others for server repair, others still for PC repair. Under the network management solution, you've got just one contact for each and every potential problem. Its an investment in peace of mind.
Growth Planning	We're hitching our wagon to your star, but we've come prepared. We don't just hope your company grows, we proactively plan for it. Our engineers ensure your network is dynamic and responsive, and our relationship team meets regularly with you to plan the next steps in your tech evolution.
24/365 Help Desk Access	One of the primary concerns in switching to a Managed IT Support is the worry that no one will be there when you call. Well at Golden Tech we pride ourselves on an unrivaled level of support. That means anytime you call, day or night, you're getting instant access to a help desk technician just waiting to solve problems.
Proactive Monitoring	The keystone to ensuring significantly greater uptime is proactive monitoring. Our staff is alerted to any potential network malfunction. Heck, we even know when hardware is starting to wear down, but before it causes problems. We take that info, replace problem hardware, and make network adjustments proactively.
Reporting	Our network management plan is nothing if not 100-percent transparent. We issue reports monthly on each and every error or problem and how it was resolved. On top of that, our quarterly executive planning meetings gives us the opportunity to ensure that every step we take is in the same direction as your company's goals.
Unlimited Remote Support	We'll be glad to remotely support any device in the bounds of our agreement with you at any time. Most research suggests that more than three-quarters of all IT problems can be resolved without an onsite visit. Remote support means faster resolution and more uptime at the end of the day.
Business Hours On-Site Support	Having a rare problem that requires on-site support? We've got troops at-the-ready to hop in one of our vans and get your problem resolved lickety-split. Better yet? If its one of the network devices in our plan, that support is free to you and unlimited.

