Managed IT Services

Focus on your business.
We'll do the rest.

Looking to innovate?
You need Managed IT Services

Technology should be the catalyst to business growth. But you may find that today's reality is drastically different. If your organization is like most, you can probably relate to these everyday concerns:

- Too much of your time is spent managing and maintaining current IT systems
- Costs to keep IT operating at optimal levels are spiraling and unpredictable
- IT security concerns and constant battles with technology issues prevent timely business decisions

If you want to spend more time innovating and less time maintaining IT, now is the right time to consider Managed IT Services from TCE. We provide end-to-end management with unlimited support, access to a team of experienced IT professionals, plus cost stabilization with fixed monthly pricing.

$5,600
Average cost to businesses for network downtime

Our Services
Managed IT – Co-Managed IT – Custom Managed IT

Choose from Managed IT Services or Co-Managed IT Services, plus the option for a Custom Managed IT solution to address the specific technical needs of your organization. You'll get more than just efficient IT management and support; you'll get a partner dedicated to the relentless search for IT improvement with expert guidance to help you define, prepare for, and realize your future IT vision.

Questions? Call 1-844-472-5425

Managed IT Services

A managed service model that lets our team of professionals become your expert IT department. You'll get end-to-end IT management with unlimited support, a single point of contact for your needs, plus cost stabilization with fixed monthly pricing.

Co-Managed IT Services

Lean on our team of professionals to keep your enterprise systems running at peak performance, while accessing a diverse skillset, comprehensive enterprise IT management with unlimited support, plus cost stabilization with fixed monthly pricing.

Our holistic approach
The Data Networks Difference

Our holistic approach to managed services is unique. Regardless of which model you choose, there are no restrictive packages or complicated tiers to navigate-just a single, all-inclusive management and support offering with the experienced guidance you need to operate at your best.

Centralized Services
Reactive monitoring and maintenance to find and correct problems as quickly as possible.

Support
Premium technical support via phone or email with speedy dispatch of on-site resources if required.

Tech Alignment
Monthly check-ins with standards-based evaluation and calibration of your IT environment to align with business goals.

Strategic IT Planning
Quarterly consultations with your assigned Customer Account Manager to ensure your IT is evolving to support your future business plans and vision.

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Features at a Glance
Managed IT vs Co-Managed IT Services

	Managed IT Services	Co-Managed IT Services
Centralized Services		
Support of PC and Mac Devices	✓	
Monitor Servers, Drive Space, UPS	✓	✓
Monitor Network Devices, Connectivity, Internet Circuits	✓	✓
Monitor Existing Backup Environment	✓	✓
Open DNS	✓	✓
Patch Microsoft O/S + Applications	✓	✓
Anti-Virus/Spyware/Malware/SPAM/Ransomware	✓	✓
Line of Business Application Support	✓	✓
Support		
Service Desk 8AM-5PM PST, M-F	✓	✓
Onsite Support 8AM-5PM PST, M-F	✓	✓
Server + Network Infrastructure Support	✓	✓
Trouble Remediation	✓	✓
PC/MAC End-User Support with Remote Framework	✓	
PC + Server Out-of-Warranty Repair (MAC Assistance)	✓	
User Account Adds + Changes	✓	✓
Approved Business Software Support	✓	
Business Telephone System Support	✓	
Technology Alignment		
Standards-Based Audit to Identify Technical Risks + Improvements	✓	✓
System Performance Assessment	✓	✓
Regular Audit Report Card + Recommendations	✓	✓
Management of All Required Technical Documentation	✓	✓
In-Depth Knowledge of Your IT Environment	✓	✓
Monthly Technology Alignment Mangar (TAM) Meetings + Advice	✓	
Strategic IT Planning		
Insights to Identify IT Related Business Risk	✓	✓
Technology Planning in Support of Your Strategic Initiatives	✓	✓
Technology Budgeting + Lifecycle Planning	✓	✓
Quarterly Tech Strategy Sessions	✓	✓

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Also Available:
Managed Modules

Managed Modules address unique needs that fall outside of our core Managed IT Services offering. Each represents a fully managed service available as a standalone solution or as an add-on to your Managed IT Services contract at a reduced price.

- **SOC** - "Security Operations Center" Services
- **NOC** - "Network Operations Center" Services

- Managed BCDR
- Managed Compliance
- Managed Microsoft 365
- Managed SAAS Protection

Managed Module
Managed Business Continuity & Disaster Recovery

Disasters happen-but downtime doesn't have to with Managed Business Continuity and Disaster Recovery (BCDR) from Data Networks. In the event of a ransomware attack or other disruption, your business must be able to quickly recover mission-critical data, restore IT systems, and smoothly resume operation. Our fully managed BCDR module unifies reliable backup and recovery with Business Continuity to provide peace of mind. Should disaster strike, data is protected and can be restored quickly, and you can continue operations locally or in the cloud with minimal downtime. It includes:

- **Verified On-Premise + Cloud Based Data Backup**
- **Fast, Flexible Restores**
- **Ransomware Scanning to Ensure Data Integrity**
- **Global Cloud Infrastructure Supporting Business Continuity**

If you want to protect your clients, employees, organization, and reputation, Managed BCDR is an important choice for your business.

96%
of businesses with a backup and recovery solution place fully recover from Ransomware attacks

Acronis

Managed Module
Managed Compliance

If you're like most organizations and compelled to comply with at least one data protection regulation, we can help you get and stay compliant. Our Managed Compliance approach helps you prepare for, earn, and maintain compliance with multiple global regulations such as CMMC, GDPR, NIPRA, NIST CSF, PCI DSS, plus manage "due care" for your Cyber Liability Insurance requirements. It includes:

- **Risk Analysis + Treatment Plan**
- **Monthly Guidance + Reporting**
- **Documented Evidence of Compliance Efforts**
- **Process to Lower CLI Premiums + Avoid Denials**
- **Certification + Audit Prep**
- **Improved Security Posture**

We take the chaos out of compliance for one monthly charge that covers all standards plus CLI.

SentinelOne

SentinelOne EDR Antivirus Advanced Enterprise Cyber Security AI Platform

**EDR/AV Security tools require the use of Business Versions of Windows 10, 11, and RHEL 7/8.*

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Managed Module
Managed Microsoft 365

Make the most of your Microsoft 365 investment with managed services designed to drive better business results and maintain the sustainable operation of your Microsoft 365 solutions. Our team of professionals will customize Microsoft 365 to your unique environment and architect the best solution for your business. Services include:

- **User Help Desk**
- **Administration of the Microsoft 365 Ecosystem**
- **Microsoft 365 Implementation Including Customization, Integration + Migration**

We deliver one-stop support and ensure your entire organization receives a comprehensive, seamless experience with the platform.

Contact us today to learn more.
1-844-472-5425
or
Email:
info@checklickexperts.com

Managed Module
Managed SAAS Protection

Every day thousands of organizations, just like yours, place their trust in Microsoft 365 and Google Workspace to safeguard business critical data. But did you know that data stored by these cloud-based applications are just as vulnerable to deletion and corruption as data stored on-premises?

If you have migrated workloads to the cloud, you need backup and recovery for critical cloud data. Our Managed SaaS Protection services leverage a cloud-to-cloud backup infrastructure to manage and ensure the comprehensive backup/recovery of data that lives in Microsoft 365 and Google Workspace applications, covering:

Microsoft 365	Google Workspace
Exchange	Gmail
OneDrive	Google Drive
SharePoint	Calendar
Teams	Contacts
Tasks	Shared Drive

All data is at risk, especially SaaS Data. Rely on Managed SaaS Protection for maximized protection against permanent data loss.

20%
Discount on professional services available to all managed services customers

Office 365

70%
Of business will suffer an unrecoverable data loss in SaaS Applications by 2022.

Professional Services

Available on a project basis at additional cost: Structured Cabling, Fiber Optics, Enhanced Broadband Internet, IP Network Designs & Audits, Wireless Data, Video Surveillance Systems, Network Security, On-Site Service, Remote Tech Support and VOIP Telephone Services are all available by our team of Professional Consultants, Engineers and Technicians. We have everything you need to implement improvements and upgrades identified through Strategic IT Planning with your Customer Account Manager. Our Managed Services customers receive a 15% discount on Professional Services. To learn more about our Professional Services capabilities, experience, and certifications, visit us online at: www.telephasedatacom.com.

Microsoft

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