



Northern Computer
your trusted partner

IT Manager

Proactive Network Support

Our **IT Manager** program gives you all the benefits of not just one IT person, but a team of specialized and certified technicians who monitor and maintain your network for a fraction of the cost of a single dedicated IT person on your staff.

Whether your business is small with one server and a few workstations, or large with multiple locations, many workstations, notebooks, and servers, we have the IT solution tailored to your exact business needs.



Benefits of IT Manager Services include: †

- General software support, troubleshooting & repair for MS Windows OS's and MS Office
- Dedicated Network Consultant and Network Technician(s) assigned to your account
- Priority telephone and email response & support
- Priority response to all onsite service calls
- Proactive remote monitoring and reporting of servers and network devices (and workstations if required)
- Proactive scheduled maintenance on your network
- Regular business review and reporting
- Asset Management of all equipment covered under the service agreement
- Management of your data backup
- Network documentation (See attached information)
- All labour for break/fix hardware failure, excluding re-installation of operating system and application software

Extended Network Service & Support Options

- 24/7 after hours priority support
- Offsite data backup and remote data management
- Development of a Business Continuity Plan to minimize business downtime
- Create network standards and best practices
- Disaster recovery planning and setup
- Printer Maintenance and Consumables Management
- Help Desk

† During regular business hours, Monday to Friday, 8am – 5pm

Any proprietary hardware or software must have available manufacturer/supplier support and may not be supported by Northern Computer under this program.

Any costs incurred for support is payable by the customer.