



Managed IT Services

Automated, remote management of your information technology (IT) networks, telephony and online systems.

Nothing is more essential to your business than the uninterrupted availability of your IT and network infrastructure.

BalanceLogic offers a variety of comprehensive managed service plans to lower your business risk and free up your resources for core business initiatives. Our managed service plans are designed to maximize performance and uptime, for approximately 50% of the cost of in-house staff.

Solve Problems Before They Happen

We pro actively monitor your IT and network components remotely, over the Internet, from our ultra-secure data center using advanced automation-enabled tools. Remote remediation addresses issues before problems occur, ensuring your business is always up and running. In the instance when on-site assistance is needed, we have professional staff that will provide a rapid response.

BalanceLogic Managed IT Services Provide

- ✓ Better device and network performance with high availability - systems and networking optimized and monitored 24/7/365.
- ✓ Reduced maintenance costs - reduce overall costs to as little as 50% of the cost of in-house resources.
- ✓ Predictable costs - eliminate hidden costs with flat monthly fees. Pay only for the devices you wish to cover.
- ✓ Optimized use of internal technical resources - free up your technical team to focus on core business activities.
- ✓ 24/7/365 Help Desk availability.
- ✓ Access advanced and new technologies - without capital investment or addition of development staff.
- ✓ System performance visibility - secure client web portal provides useful features such as event notification, web portal reporting and problem identification/resolutions.
- ✓ Accurate capacity planning - see current usage and available capacity of your network for proactive planning without interrupting service delivery or customer satisfaction.
- ✓ Linking of contact centers - improve communication between business sites and deliver more consistent customer service.