



Tech Solutions

A Santel Company

Managed IT Solutions



Today's Agenda



- About Us
- IT Challenges
- Frustrations with Traditional IT Services
- Details of the Managed IT Solution
- The Benefits of Managed Support
- How it Works
- Q & A



About Us

Since 2005, Tech Solutions has offered computer product sales, computer upgrades, networking services, repair and maintenance services.



Since joining the Santel family of companies in 2008, we have expanded our services to include structured cabling for new and existing construction, business phone systems and advanced business communication solutions.

We work with individuals, schools, small, medium and large businesses. Let us equip you with the tools needed to efficiently manage your IT environment.



Managed IT Customers

Avon Community Bank

Dakotaland Feeds

Davison County

Dental Care Center

Ethan School District

Firesteel Healthcare

Jack's Campers

Kelsey Seeds

Klock Werks

Fulton State Bank

Lifequest

Meadowlawn

Mitchell Clinic

Our Home

Patzer Woodworking

Pharmco

Plankinton School

Stan's Inc

Sungold Trophies

Meyerink Farm Service





IT Challenges



- Unpredictable, costly downtime
- Stuck in a Break/Fix Cycle
- Managing IT Costs
- Management Time
- Risk and Exposure
- Strategic Issues



Frustrations with Traditional IT Services

Frustration	Cause
Time to fix <ul style="list-style-type: none">• Takes too long to react and fix problems	Getting a technicians time to diagnose and fix problems takes time
Lack of prevention <ul style="list-style-type: none">• Most IT services are only reactive in nature	No standards set up for delivering preventative maintenance where and when required
Knowledge level <ul style="list-style-type: none">• Need a senior engineer's help, but get a junior technician	Lack of information on IT issues impedes early diagnosis, troubleshooting and resource allocation
Unpredictable costs <ul style="list-style-type: none">• Cost and unpredictability impacts budgeting and planning	Consequence of responding to issues as they arise, instead of managing systems proactively



Managed IT Solution



- Managed Services Solution:
 - 24x7 performance monitoring of your key devices, applications and IT resources
 - Remote and onsite maintenance services
 - Rapid diagnosis using monitoring data
 - Call response priority over standard customers
 - Comprehensive reporting and analysis
 - Greater transparency into IT performance and planning
- Addresses:
 - Network and system stability
 - Data protection through backup solution
 - Effective planning for functionality and capacity
- Also Offers:
 - Helpdesk services for centralized support
 - Strategic planning through regular review meetings
 - Technology RFP and RFI Consulting
 - Hardware Procurement Consulting



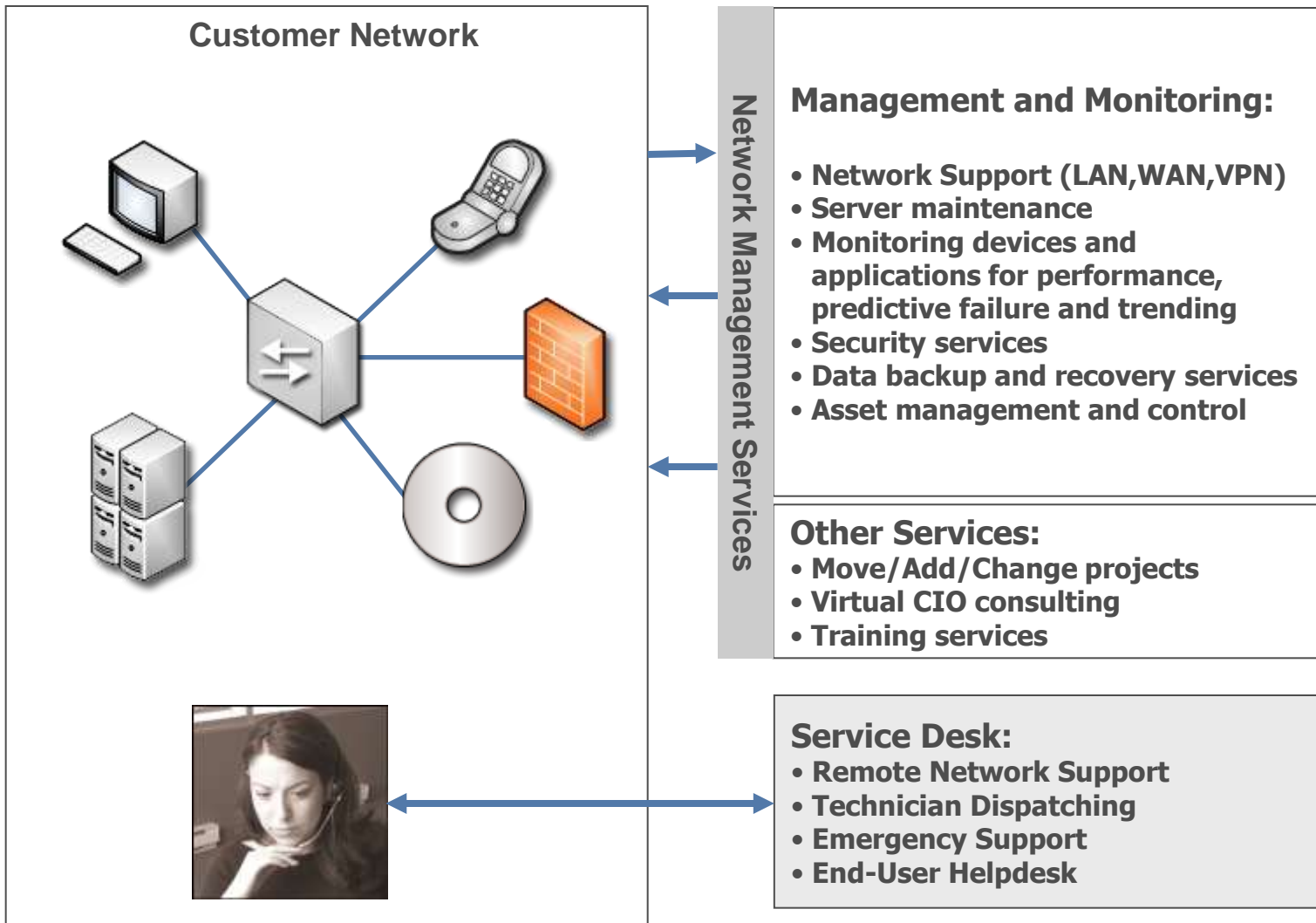
Benefits of Managed IT Services



- Significantly improved overall system reliability and performance
- IT spending focused on issue avoidance and service optimization rather than 'fighting fires'
- Predictable network and system management costs
- Improved security
- An outsourced IT management solution



How It Works – Services Offered





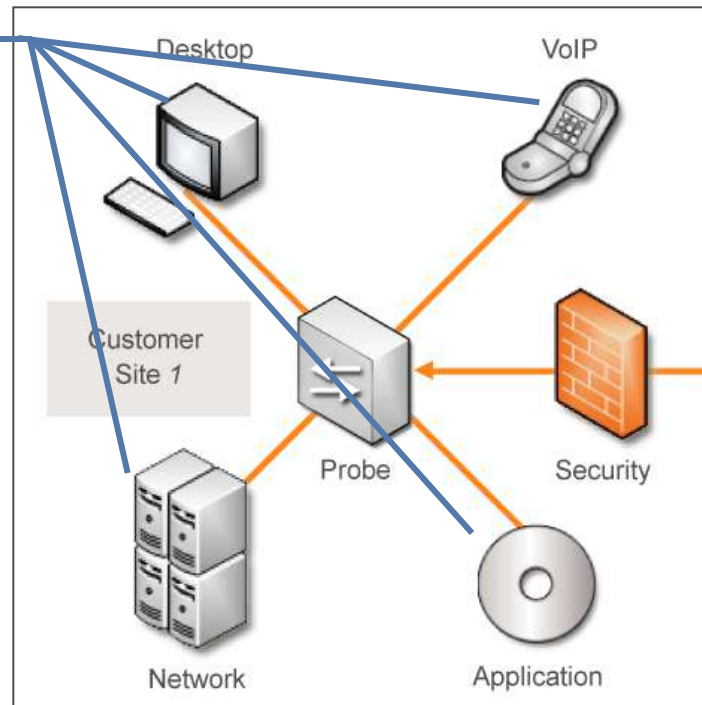
Preventative Maintenance

Regular Maintenance

Scheduled maintenance activities on servers, desktops as well as other devices and applications.

Benefits

Fewer downtime incidents, greater stability and reduced security risks.





Monitoring

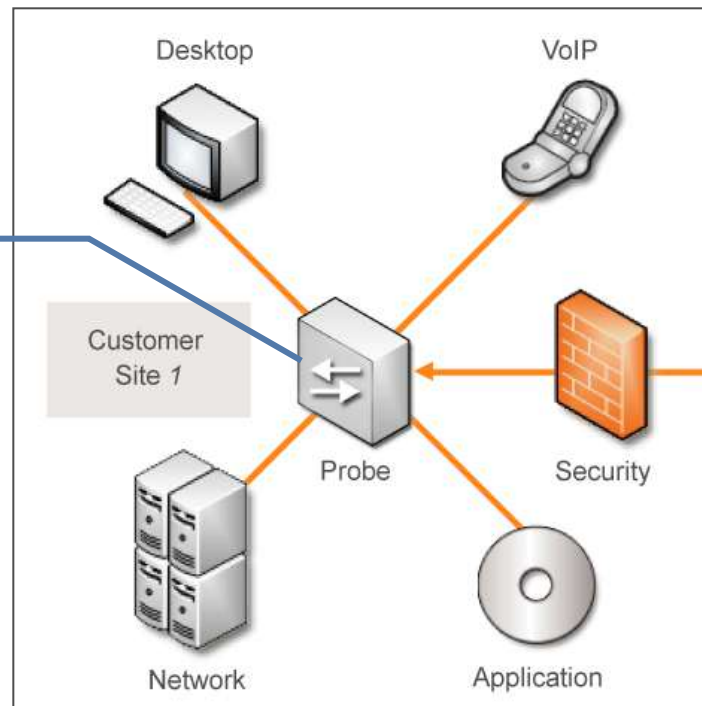


24x7 Performance Monitoring

Continuous monitoring of selected devices and applications alerts us to impending problems and allows for thorough analysis of issues.

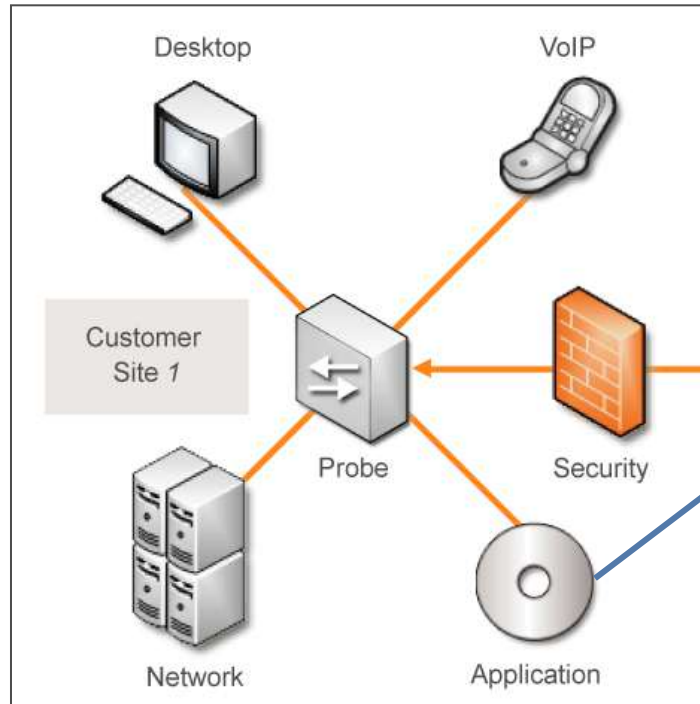
Benefits

Avoid many disruptive incidents and reduce remediation times. Build data for trending and analysis.





Data Protection



Backup and Recovery Services

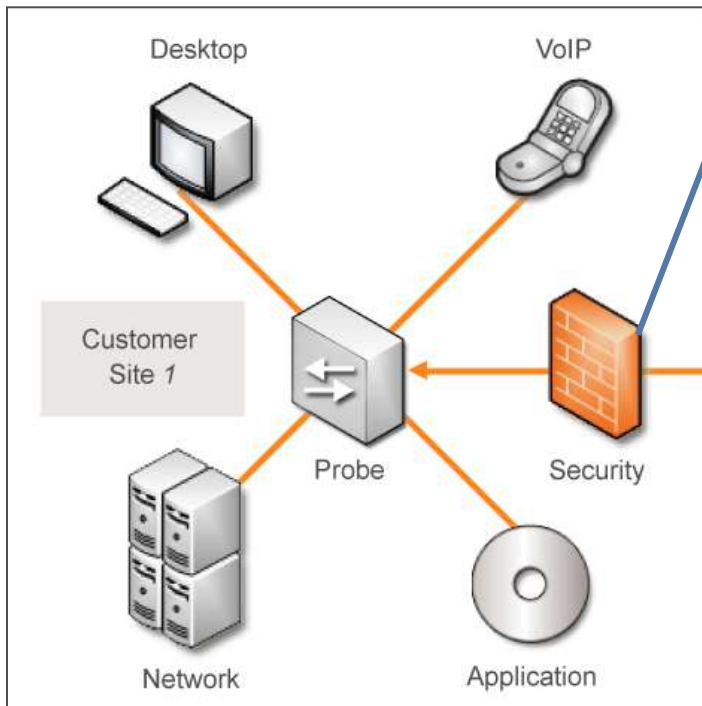
Remote and onsite data storage and disaster recovery service.

Benefits

Protects and quickly restores your mission-critical data.



Security



Security Services

Security configuration, firewall management, policy enforcement, antivirus, anti-spam, vulnerability scanning and other security services.

Benefits

A secure perimeter, safe data and an ongoing and adaptive IT security plan.



Desktop Management

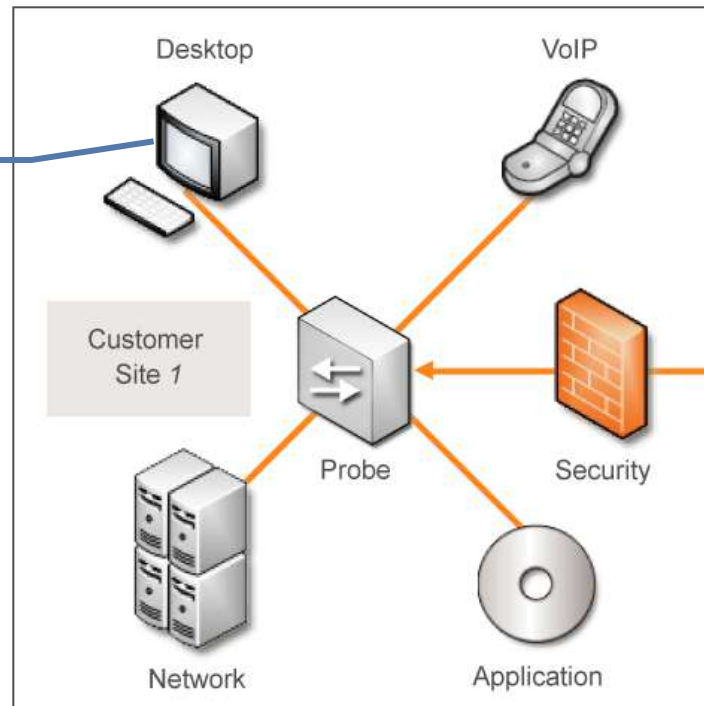


Desktop Management

Optimal configuration,
preventative maintenance,
remote and on-site
assistance.

Benefits

Stable, secure desktops that
keep users productive and
their data safe.





Internal IT vs Outsourced IT

Internal	Outsourced
One individual responsible for all IT	Team of 7 technicians
Continuity from year to year questionable	Team of 7 technicians
Lack of industry training. Gap in skillset leads to longer resolution times and less creative solutions.	Diversified experience in IT industry gives us knowledge of best practices.
Someone needed to manage TC position. General lack of accountability to response time, resolution time, and IT goals.	Create accountability through reporting, guaranteed response times, and ongoing consulting and needs analysis.



The Tech Coordinator Position

- Option 1
 - Re-purpose staff for part-time teaching / part time TC
- Option 2
 - Re-purpose position to full-time teaching
- Option 3
 - No longer needed.





Increase Your Uptime



- Increase
 - System uptime and performance
 - Staff productivity
 - Cost predictability
 - Alignment of IT to business needs
 - Transparency into IT performance
- Reduce
 - Security and compliance exposure
 - Risk of catastrophic data loss
 - Emergency IT issues
 - Downtime and lost productivity costs



Next Steps

- On Site Visit
- Technology and IT Needs Assessment
- Solution Proposal & Pricing





Questions?



Thank you

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