

Managed Care

"The next generation of IT managed services"

Managed Service Solutions for Small Business



Acutech's *Managed Care* service plans provide a way to purchase comprehensive IT support services for a flat monthly rate based on the number and types of devices in your network. Our highly customizable plans can be designed to blend the best elements of remote managed services, personalized on-site support and hosted/cloud based services.

What Are "Managed Services" ?

Managed Services are a relatively new concept in the delivery of IT support services. They provide the client with a well defined list of support and preventative maintenance services, usually performed remotely and often for a fixed monthly price.

When a client signs up for managed services, the provider typically "instruments" the client's network. Through instrumentation, the status of servers and key network elements are constantly monitored. In the event of problems, technicians remotely connect to the client's network and address the problems.

Many managed service providers sole remote approach can lead to cold, impersonal service. If your IT service provider does not get to know you and your business, they are not in a position to help you optimize technology to help you grow your business. This can put you at a significant competitive disadvantage.

Managed Care ... the Acutech Approach

For over 15 years, Acutech's core business has been providing on-site support to small businesses in Southern California. We pride ourselves in developing strong professional relationships with the owners and/or managers of our client companies.

These relationships allow us to develop a strong understanding of our clients' needs. When you combine this with our knowledge and experience in technology, it enables us to provide our clients with the guidance, advice, and services to help them grow their businesses.

Acutech's *Managed Care* services allows us to custom design service plans for our clients which provide the best elements of a remote managed service approach, a personal on-site approach, consulting services, and cloud/hosted services.

With this versatile, customizable service model, we can bring our clients the service they need at a competitive price but without giving up the personalized service our clients have come to expect.

Your Network ...
Our Responsibility

At Acutech, we realize that not all clients require the same level of service. That is why we offer two Managed Care service plans.

Managed Services Advantages

Through the use of remote, automated monitoring and well-defined processes, managed services can offer you many advantages including:

- ◆ **Proactive Approach.** Standard remote maintenance allows problems to be addressed before they become major issues. This minimizes downtime and improves staff productivity.
- ◆ **Faster Response.** Real-time monitoring means we are often aware of problems before you are. Remote support minimizes wait time while the technicians drives to your site.
- ◆ **Lower Cost.** Remote support means lower overhead and these savings are passed on to you.
- ◆ **Flat Rates.** Means predictable monthly IT budgets. No surprises.

Service	Managed Care Standard Plan	Managed Care Premium Plan
Service Approach & Pricing Model	Remote Flat Monthly Rate	Remote & On-site Flat Monthly Rate
7 x 24 Remote Monitoring	✓	✓
Network Documentation & Asset Management	✓	✓
Client Portal & Trouble Ticket System	✓	✓
Review of Server Event Logs by Certified Engineer	✓	✓
Remote Server Preventative Maintenance — including Patch Management	✓	✓
User Account & Security Management	✓	✓
Email Management	✓	✓
Anti-Malware Monitoring and Remedial Support	✓	✓
Data Backup Monitoring & Management	✓	✓
Network Management including Remote Access/VPN support	✓	✓
Remote Help Desk Support	✓	✓
Monthly Network Health Report	✓	✓
Annual IT Strategic Review	✓	✓
Regularly Scheduled On-Site Support	Optional	✓
Emergency On-Site Support	Optional	✓
On-Site Project Work Available at Discounted Hourly Rates	Optional	Optional

Add our hosted service offerings for a comprehensive approach to your IT service strategy

Call Us Today for Your Customized Managed Care Quote



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