



Managed Services

INFRASTRUCTURE DESKTOP SUPPORT DATA SECURITY PROCESS MANAGEMENT CLOUD APPLICATION MANAGEMENT STRATEGIC ADVICE





At ProTek, we have the power to transform the way you do business. Our managed services will simplify the management of your network making your business more productive and reliable.

Our Core Services



Managed Infrastructure

Enjoy maximum reliability of your wired and wireless network infrastructure in single and multiple locations.



Cloud Computing

Smarter cloud solutions that truly fit your business requirements.



Managed Desktop/User Support

Fix issues quickly and easily for happier and more productive end-users.



Application Management

Ensure reliability with business critical applications and avoid costly business disruption.



Managed Security

Protect your data and IT systems around the clock.



Reporting

Benchmark ProTek's performance against your business goals.



Process Management

Outsource your simple IT tasks and improve productivity.



ProTek's Strategic Advice

Transform your business performance with expert advice.



At the core of our service is a dedicated Client Relationship Manager, sophisticated monitoring and a knowledgeable U.S. based helpdesk. If incidents do occur, you know that help is only a Click, call or on-site visit away.

Key Benefits

Improved Reliability

Remove business risk through proactive monitoring and alerts.

U.S. Based Help Desk

A local team you can access when you need them.

Superior Reporting and Analysis

Reporting and analysis customized for your business.

Dedicated Customer Service Team

Personalized customer service and support from a dedicated Client Relationship Manager.

Access New Technology and Expertise

Transform your business with expert advice available when you need it.

Reduce Business Risk

Service delivery by CompTIA A+ certified staff.







Our approach is personal. Which means we proactively engage with our clients and staff to resolve issues as they arise, rather than just reacting to breakdowns once they occur.

Our Approach

1 1st Month

Systems configuration, audit and data collection

-  On-boarding questionnaire
-  Configure ProTek's managed services systems
-  Client audit & deployment
-  Monitor systems & collect data





2 2nd Month

Data analysis and network audit

-  Create network audit document & requirements
-  Ongoing management & support
-  Monthly managed services report

3 3rd Month

Network audit sign-off. ProTek's best practice implementation

-  Agree on mandatory recommendations
-  Implement ProTek's best practice configuration, network review recommendations, and update documentation.
-  Ongoing management & support
-  Monthly managed services report







You can trust ProTek to deliver the level of managed services your business deserves. Our proactive service model will minimize business disruptions and give you peace of mind that your networks are always secure and working properly.

2019 - Monthly SLA Pricing Options







1 Silver

Proactive PC, Server & Network monitoring, with help desk and onsite services on an hourly basis.

-  \$19 Per PC
-  \$49 Per Server
-  Priority Ticket Status
-  24 / 7 Monitoring
-  Remote Support - *Billable
-  Onsite Support - **Billable







2 Gold

Proactive PC, Server & Network monitoring, with unlimited remote help desk support.

-  \$49 Per PC
-  \$249 Per Server
-  Priority Ticket Status
-  24 / 7 Monitoring
-  Remote Support - Included
-  Onsite Support - ***Billable

3 Platinum

Proactive PC, Server & Network monitoring, with on-demand help desk and onsite services included.

-  \$99 Per PC
-  \$499 Per Server
-  Priority Ticket Status
-  24 / 7 Monitoring
-  Remote Support - Included
-  Onsite Support - Included

* Billable Remote Support Rate - \$45 P 1/2 H - 20%

** Billable Onsite Support Rate - \$95 P/H - 30%

** Emergency Onsite Support Rate - \$190 P/H - 30%

** Trip Fee / Drive time may apply

*** Billable Onsite Support Rate - \$95 P/H - 40%

*** Emergency Onsite Support Rate - \$190 P/H - 40%

*** Trip Fee / Drive time may apply

Non-SLA Client Rates

Scheduled Onsite Support Rate - \$95 P/H

Same Day / Emergency Onsite Support Rate - \$190 P/H

Same Day / Remote Support Rate - \$45 P 1/2 H



<https://www.ProTek-MSP.com>

Contact Information

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