

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.

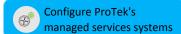
Our Approach

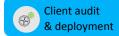


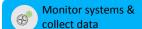
1st Month

Systems configuration, audit and data collection







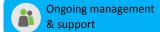




2nd Month

Data analysis and network audit



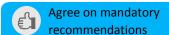




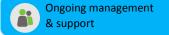


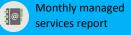
3rd Month

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



Implement ProTek's best practice configuration, network review recommendations, and update documentation.







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



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





Priority Ticket Status

24 / 7 Monitoring

Remote Support - *Billable

Onsite Support - **Billable

- * 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



Gold

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



\$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.











Onsite Support - Included

- *** 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



https://www.ProTek-MSP.com

Contact Information

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