



Click IT offers a “hybrid” solution of managed services, so your organization gets the monitoring and maintenance of your devices without the added costs typical associated with a managed service contract. Our Customer Care program is detailed below:

- **Monitoring client**
  - Automated Monitoring
  - Asset Tracking
  - Patch Management
  - Alerting and Viewing
  - Remote Access
  - Integration and Vendor Support
  - Reporting
  - Automated Maintenance
  - Managed Antivirus
  - Managed Online Backup
  - Windows System Tray Application
  - Mobile Device Management
  
- **Total managed service**
  - No user interaction required
  - No noticeable reaction from system speed
  - Updated automatically
  - Managed and monitored 24/7
  
- Essentially whenever an issue occurs, we at Click IT we will see it and notify you what our recommendations are, and how we can resolve the problem for you.
  
- This form of our managed services is a hybrid of the two forms of methodologies existing now: “Break-Fix” and “Total Managed Service”.
  - This allows for a reduced rate on the overall cost for total system health management.
  - This also allows you to be able to choose who will tailor the solution, with no obligation to choose us.
  - This “hybrid” services model is like an insurance plan. It is unique, it works, and is relatively inexpensive, in the long run.
  
- **Managed Antivirus**
  - Total protection from all forms of virus and malware
    - Protection from



- Malware
  - Trojans
  - Spyware
  - Viruses
  - Rootkits
  - Worms
  - Etc.
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- Managed service
    - No user interaction required
    - Completely handled on our end
    - No updating required on the user end
  
  - Our virus protection software is based off of Viper enterprise level protection. This software completely manages and monitors your system for any virus activity. It is also cloud based which means that there is a significant increase in system performance because our program only uses minimal system resources to run.
  
  - Scans are performed at night, when no business activity occurs, thus reducing any impact on day to day activities.

**For more information, call Click IT at (440) 247-4998 ext. 3014**