



## IT Support Options for Businesses

### Proactive or Reactive IT support?

#### What is Managed Services IT Support?

Managed Service is IT support which seeks to avoid the business impacts that arise from IT failure, rather than simply fixing the problems after they have occurred. For a fixed monthly fee, we can monitor and manage your IT remotely. This way we can not only tell immediately when there is a problem but are far better placed to implement a remediation strategy because diagnosis is so quick.

#### What is Flexible IT Support?

Flexible, on-demand IT support is perfect for companies who want support from a professional IT support company but don't want to commit to a contract - just support and advice when it's needed. It works by purchasing blocks of time which give you full access to fast, expert support, as and when you need it.

Service	Flexible IT Support	Managed Services
Purchase blocks of time, use when required	✓	
Reactive support	✓	✓
24/7 monitoring		✓
Predictable, fixed monthly costs		✓
Proactive support and maintenance		✓
Discounted rates		✓
Comprehensive reporting and reviews		✓
Virtual IT Director		✓

### About Solsoft

- ✓ The most qualified Microsoft Gold Partner in the region.
- ✓ Personable and customer focused engineers dedicated to supporting you every day.
- ✓ Access to a breadth of experience and knowledge.
- ✓ Ensure your IT budgets are allocated in the most efficient way.
- ✓ Reduce your IT costs by preventing issues occurring.