



Client Care by Go2IT Managed Services Provider

Progressive organizations are changing the way they view and manage their IT. It no longer makes sense to sit around waiting for a network failure, potentially exposed to prolonged downtime and expensive repair bills. These companies understand that Information Technology should be used to create efficiencies and boost employee productivity.

That's where we come in. **Client Care by Go2IT** offers the latest in cutting edge technology. We monitor your network 24 hrs a day, making sure your system is healthy and running efficiently. We uncover potential problems before they become critical issues, saving you time and money. And best of all, we have a team of experts ready to provide world class support at a moment's notice. Finally, peace of mind is within your reach.



Any IT support service can send out a technician to get a network back up once it has crashed. But how much time and money is wasted by **REACTING** to a problem after it has occurred? If only there was a way to **PREVENT** network downtime from ever happening in the first place... well now there is.

Client Care by Go2IT is fundamentally based on the concept of Proactive Technology Management and prevention of outages and crashes. No one can guarantee to eliminate 100% of network errors and interruptions, but Go2IT Client Care will significantly reduce downtime-causing problems by detecting errors and automatically responding to red flags before they cause your business to lose valuable time and productivity. We accomplish this through our 24/7/365 Network Monitoring and Centralized Remote Services such as Patch Management, Desktop Optimization, Anti-Spyware and Virus Management. Go2IT Client Care takes the uncertainty out of your company's computer network.



Client Care by Go2IT provides you with a dedicated Virtual Network Administrator to evaluate and maintain your network according to industry-standard best practices. We will keep your network operating at optimum conditions, and insure you will continue to get predictable results from your technology. Our Network Administrator performs a complete Network Audit and Assessment, and will alert you to any risk or exposure present in your company's network.

We use industry best-practices to set up your system security, optimize performance, reduce errors, and insure a reliable backup and recovery plan is in place. Go2IT's Network Administrators are experienced and proven IT professionals who constantly review your network's performance so that your business can maintain top productivity.



Client Care by Go2IT provides you with unlimited Help Desk and Support services by our in-house staff of IT professionals. Your questions can be answered and issues resolved over the phone or via our live chat option, available on your company's dedicated web portal to Client Care. If an issue requires us to make changes on your system, our Remote Support Framework allows us to manage your servers and workstations in a virtual environment without having to lose valuable time travelling to your location. If an issue is too complex or too critical to resolve remotely, we'll dispatch one of our highly-trained technicians to diagnose and repair the issue at your location.

Unlimited hours of Help Desk, Remote Support, and On-Site service is included in one low monthly fee in Go2IT's Client Care program, so your IT budget will never change if you encounter the need for technical support. We give you predictable results for a predictable fee.



Most all IT support services do a great job of diagnosing and resolving technical issues when problems occur. Many IT support providers offer full-service help desks. A handful of good support providers monitor your company's network and catch issues before they interrupt the operation of your business. But few IT support providers give you all of this on an unlimited basis for one low monthly fee, with their focus on supporting the successful operation of your business, and not on ways to sell you unnecessary additional equipment and services.

With Client Care by Go2IT, you have a business partner, not just an IT vendor. We meet with you to discuss your company's needs as well as your goals, and how your IT infrastructure can allow your business to further its success.

We provide our customers with a Virtual CIO to evaluate the performance, functionality, risk and cost of your network, and we work with you to determine a plan for your technology that makes sense. Our Design Desk service gives you access to knowledgeable and experienced Network Engineers who stay current with the latest technology advancements. We will consult with you to design a network solution customized to your specific needs, and work with you to determine if your current infrastructure is performing to meet your needs, or if any changes would be necessary.

We are not a high-pressure hardware reseller, we are your business partner and our interest is in helping your business succeed through intelligent choices about your IT.