

Managed IT Services Desktop Support

retroEYE Evaluating Your Environment

RetroFit provides an array of essential desktop management services on a subscription basis to small and medium sized businesses. We help you minimize the hidden costs of desktop ownership which can be considerable. We also minimize the daily hassles involved with using, and managing, technology.

With two Service Offerings to choose from – Essential and Professional – you select the option that meets your needs. The offerings range from basic remote monitoring to full managed IT services, including Help Desk, onsite support and hardware maintenance. Consider the following advantages:

- ✓ Increased Uptime
- ✓ Improved system performance and availability
- ✓ Improved employee productivity
- ✓ Reduced operational costs
- ✓ Better capacity planning
- ✓ Single-sourced systems monitoring capabilities
- ✓ Enhanced end-user experience

RetroFit has a NOC, staffed with highly specialized Managed Services experts!

Benefits

- **Preventative approach and quick response** – Reduce IT downtime and security issues by more than 70% via proactive management
- **Access to top-notch expertise** – Your IT infrastructure is supported by a team of highly specialized and experienced engineers working from our Network Operations Center (NOC). Let RetroFit's staff support you in carrying out day-to-day tasks, such as checking Anti-virus signatures, scanning and removing spyware, updating critical security patches and cleaning temporary files on a regular basis.
- **Predictable IT costs** – A predictable monthly service cost that can be budgeted with no surprises. Eliminates the need to build costly in-house expertise on IT infrastructure and security technology. Provides economies of scale that let small and medium sized businesses get Fortune 500 class IT management and support at an affordable cost.

RetroFit minimizes the daily hassles involved with using and managing technology... so you can get on with your business!

Services	Desktop Essential	Desktop Professional
24 x 7 remote monitoring	✓	✓
Anti-Virus: Application and Definition Files Status	✓	✓
Anti-Malware: Checks & Scanning	✓	✓
Spyware detection	✓	✓
Temporary file deletion & cleaning	✓	✓
Monthly Scheduled Performance Reports	✓	✓
Asset management	✓	✓
OpenDNS – Web/Content Filtering and Security		✓
Training Portal		✓
Microsoft patch management (Windows OS)		✓
Help Desk Support <ul style="list-style-type: none"> Service available Monday – Friday, 8:00 a.m. to 5:00 p.m. with optional after-hours coverage (24x7) Most common software applications are included (Windows operating systems, Adobe, Microsoft Office, browsers, Anti-Virus). Network Connectivity and printer issues 		✓
retrCARE Onsite Support While retrEYE resolves issues remotely, any hardware failures that cannot be repaired remotely (i.e. replacement of hard drive, motherboard, monitor etc.) will be repaired at your site. Consider the following features: <ul style="list-style-type: none"> All parts and labor are included Varied Response Level Options to fit your needs Extended hours of coverage available Web-based call placement Warranty uplift service Onsite spare parts availability 	Optional	Optional

Managed IT Service Offerings:

- retrEYE DESKTOP SUPPORT
- retrEYE SERVER SUPPORT
- retrCARE ONSITE SUPPORT
- retrBDR BACK-UP AND DISASTER RECOVERY

For additional information about RetroFit, visit our website at www.retrofit.com

ABOUT RETROFIT TECHNOLOGIES, INC.

RetroFit Technologies was founded in 1983, with the goal of providing premier Technology Solutions. RetroFit has become a leading Managed Services Provider (MSP) specializing in Back-up and Disaster Recovery, Onsite Support and Maintenance, as well as Hardware Procurement

Retrofit is the only vendor who, has since 1994 been awarded continuously the major technology contracts for the Commonwealth of Massachusetts.

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