



Level 1 Priority Care: Pass On The Responsibility of Your IT



| Technology Solutions, LLC

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Level 1 Priority Care: Pass on The Responsibility of Your IT

Employees are human. Shouldn't their IT support be human too?

Your employees' time is best spent working for your organization, not managing IT issues.

We make it simple by offering fast and reliable 24x7x365 support for your users, as well as Proactive Desktop Remote Management and Maintenance for your workstations. All for one, flat rate monthly fee.

Now your employees don't need to worry about racking up bills whenever they need support.



Stop Issues Before They Become Problems

Level 1 Priority Care from Braver Technology Solutions provides comprehensive preventative maintenance services to keep your business secure.

We work to stop small issues before they become large problems through remote monitoring, on-site maintenance, reporting, and cost-effective support.

This solution is comprised of day-to-day preventive maintenance services, a bundled Anti-Virus Package, and remote access monitoring.

Help Desk

Empower your staff by giving them direct access to our unlimited phone and remote support.

With Braver Technology Level 1 Priority Care, your end-users can create service tickets without having to worry about costing your company extra money. End users can even call the Braver Helpdesk with questions about standard desktop applications.

The Braver Helpdesk is staffed with experienced Level 2 Engineers with 2 to 6 years of desktop and server support experience. We also offer 24x7x365 phone support for after-hours and weekends.

*No IT question is too small for
the Braver
Technology Help Desk*



Cost Effective

Our Flat-Rate resolves the issue of having to wait for approval to increase IT support costs. With Level 1 Priority Care, we generate detailed inventory reports and configurations related to all the preventive maintenance activities conducted through the Braver Technology Network Operations Center (NOC).

Unlimited On-Site Support

Unlimited On-Site Support is exactly as it sounds like; when an issue cannot be resolved remotely, a technician will arrive on site with the tools and resources to resolve the issue at hand.

This would be the case for hardware issues, issues involving a lack of connectivity to the network or Internet, and anything else that requires a physical set of a hands-on site.

*Forget Managing Your IT on
Your Own. Enlist a Managed IT
Services Provider to Help*



Features and Benefits

Features:

- Flat-Rate IT that is easy to budget
- Workstation maintenance and security updates
- Security Update Whitelisting
- 1 guaranteed on-site maintenance visit per month
- Managed Antivirus and Malware Protection

Benefits:

- Issues are resolved faster when end-users can contact support without the fear of charging the company money
- Experienced Help Desk can answer questions for common productivity suites, such as Microsoft Office
- Troubleshooting and Maintenance is done remotely as well as on-site
- Windows Updates and Security Fixes are tested and whitelisted before being deployed
- Gives employees the freedom to get their problems resolved and their questions answered with less downtime
- Opportunity for rollout of new services as they are available

Interested in making the switch to
Level 1 Priority?

Contact Us!

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