

# OPTIMIZE THE VALUE OF WHAT YOU DO BEST

With ITI's managed services, you'll spend less time dealing with IT problems and more time focused on your projects and business. It's a great way to get the most value from the activities you excel at.

## ITI'S MANAGED SERVICES PORTFOLIO

→ WORKSTATION ADMINISTRATION

→ BACKUP MANAGEMENT

→ SERVER MAINTENANCE

→ AZURE CLOUD SOLUTIONS

→ NETWORK CONTROL

→ ASSET MANAGEMENT AND REPORTING

→ FIREWALL CONFIGURATION



IT INTELLIGENCE.  
HUMAN  
INTELLIGENCE.



# MANAGED SERVICES ADAPTED TO YOUR BUSINESS NEEDS

Our team of bilingual specialists ensures each level of service follows ITIL processes to guarantee operational continuity and high-quality support. Managed services include SLOPs and KPIs that define the service request terms and performance indicators.

## BASIC PLAN



This plan covers workstation support as well as server and network maintenance. It's perfect for businesses that require minimum IT support to perform their daily activities.

## PROACTIVE PLAN



Three-level enhanced assistance for companies that have a qualified IT team but require more advanced support on specific platforms.

## COMPLETE PLAN



We take charge of all your IT infrastructure, providing you with the ability to focus fully on your business. This level is ideal for companies that want to externalize all their IT management.

## WHY CHOOSE MANAGED SERVICES ?

### → REMOTE ASSISTANCE

Reduces response times and guarantees permanent and uninterrupted service.

### → PROACTIVE MAINTENANCE

Prevents service interruptions and improves network infrastructure and stability.

### → CENTRALIZED SUPPORT

Handles all assistance requests and provides guidance about your environment.

### → NOTIFICATION MANAGEMENT

Processes notifications and monitors backups, hardware resources and software.

### → HEALTH CHECKS

Optimizes the infrastructure every three months to enhance performance.

### → COST CONTROL

Simplifies license and warranty management.

## WHY ITI ?

PROVEN EXPERTISE  
WITH NEARLY  
100 MANAGED  
SERVICES CLIENTS

COMPLIANCE WITH ISO 9001  
AND 27 001 STANDARDS

EXPERIENCE WITH A WIDE RANGE  
OF IT MANUFACTURERS

A SINGLE POINT  
OF CONTACT FOR  
YOUR IT SUPPLIERS