UNITY Tek Systems, LLC

IT Managed Services:
Overview

We make **IT** happen!

Our Big Idea

Combined 75+ years of IT Consulting Experience

Serve a variety of nonprofit and for-profit organizations

Practice thought leadership and right-fit approach

Guaranteed SLAs and customizable options

Capabilities

IT Consulting	• Our IT consulting team will provide you with the recommended technology platform that fits your needs.
VOIP/PBX/Telephony	• Deployment and maintenance of IP telephony systems including 3CX licensing.
Backups and Disaster Recovery	• Prevent data loss with encrypted storage and virtualized recovery as well as remote access.
Cloud Solutions: M365 & Azure	• M365 deployment, migrations and adoption. Cloud migrations to include IaaS and PaaS services, backups, disaster recovery, business continuity and automation.
IT Help Desk Support	• We offer a comprehensive range of managed IT support packages for all sizes of business.
Infrastructure/Servers/Networking	• 24/7 maintenance and monitoring that keeps your computers, servers, and systems up and running.

Capabilities

M365 Productivity Suite
- Scale your business quickly, work from anywhere on any device, collaborate effectively, and receive automatic software updates.

Salesforce Solutions Development
- Build sophisticated custom communities with highly customized mobile browsers or apps from anywhere, anytime and from any device.

Project Management
- Ensure your IT project is designed and implemented to your business specifications.

Training Services
- We offer customizable training services for any new application, service, or tool you wish to implement.

Help Desk Standardized Support

Simplified remote support

Assistance via email

Automatic response with assigned ticket number for tracking purposes

Guaranteed response and resolution SLAs

Let the experts handle the "heavy lifting"

Standardized onboarding/ offboarding

Customize based on organization requirements

Adherence to org-specific retention policies

Hands-on Remote Assistance

Schedule time at your convenience

Technician will assist as needed

Live chat available during remote sessions

Core Infrastructure Services

Servers

Install/Configure/Upgrade/Mainta
in Virtualization

Cloud-based backups

High availability

Network

Firewalls/Routers/Switches/Wi-Fi
Access Points

Threat Prevention & Security

Collaboration

Remote Access

Cloud Solutions

CIO Advisory Services

IT Assessment & Gap Analysis/Recommendations

IT Strategy and Transformations

IT Governance and Business Alignment

IT Modernization Roadmap & Blueprinting

Compliance and Risk Management

IT Operational Efficiencies and Performance Evaluation

Security and Privacy

Procurement