

# Hand Off Your Technology Hassles to Us

## ActiveCare Complete Managed Desktop Services



When someone asks what your company does, you wouldn't say "managing information technology," would you? If too much of your professional time and resources are spent outside your interest and expertise, and if IT issues distract you from growing your actual business, we have a suggestion.

### **Leave Your IT Troubles to Us, So You Can Get Back to Doing What You Do Best**

For an easily budgeted, small, fixed monthly fee — a mere fraction of the cost of hiring a technician — we'll take away the worry, frustration and considerable cost of managing your IT environment. Our ActiveCare Complete managed Desktop services solution is a preventative maintenance service focused on the most troublesome areas of desktop management including spyware, malware and virus problems, combined with software and security patch maintenance. This service is performed unobtrusively to the user by utilizing background services. This proactive approach to IT maintenance keeps small problems from becoming big ... and expensive! [More >>>>](#)

### **Money Well Spent?**

*In 2012, the average annual IT budget for small and midsize businesses (SMBs) was up 15% from 2011.*

*The average SMB devotes 6.4% of its revenue to IT expenses, and 80% of that is spent **after** the initial technology purchase.*

*Spend your money wisely and allow ComTech to manage your information Technology for you. So you can do what you do best.*

***Let us help you put your IT***

**ActiveCare**  
Proactive Solutions By **ComTech**

# We Take Care of You, So You Can Get Back to Business

Our intelligent remote monitoring tools and 24/7 back-office services provide expert, cost-effective IT management to make sure your systems operate as required and deliver the ROI you expected. Key elements include:

## Desktop Monitoring and Care

Our preventive maintenance service for desktops proactively and regimentally monitors and addresses common problems experienced by desktop users. Whether it's viruses, spyware issues or installing patches, we handle it all — quietly and in the background while your employees remain productive.

## Antivirus

ActiveCare can track and verify the integrity of well-known antivirus programs and alert ComTech of unsynchronized antivirus definition files. ComTech also bundles, at no extra cost a leading network antivirus for servers and desktops

## Malware/Spyware Protection and Removal

ActiveCare incorporates a comprehensive anti-spam engine that runs seamlessly and automatically in the background daily to protect desktops against malware, spyware and worms.

## Remote Control

ActiveCare allows either permission based or unattended remote control of desktops and laptops when they are connected to the Internet. Every remote control session has audit and screen capture functions.

All the services of our ActiveCare Manage for Desktops along with our Service Desk provides end-users with immediate support. The Service Desk is staffed with experienced Level 2 Technicians who have had 2 to 4 years' experience supporting end-users on server, desktop, and network level issues. This service is delivered using a combination of phone and remote tools that are a part of the ActiveCare Software Platform.

## Rest Assured, We've Got IT Covered

*Through our managed IT services, which include:*

*Patch Management \*\**

*Anti-Virus and Spyware Software Licenses*

*Anti-Virus Check and Scanning \**

*Spyware Deletion and Removal \**

*Temporary File Removal*

*Service Tickets*

*Asset Monitoring and Tracking*

*Software Compliance and Changes*

*Installs, Un-Installs, and Rollouts \*\*\**

*OS reloads and reconfigure when needed*

*Help Desk and Troubleshooting for End-Users*

*On-Site Service Calls*

## Your Full-Service IT Provider

*Our managed IT services cover*

*a full spectrum of technology solutions, including remote monitoring and management of your networks, and business continuity solutions to ensure your company is prepared for any possible disruption.*

***Let us answer any questions you have about our managed IT services. We'll show you the simplest and most affordable way to keep your IT network in top form.***

