

The ActiveCare™ Managed Office

The Managed Office encompasses an array of offerings that reach far, wide and deep into your infrastructures. Costs associated with manpower and building your technology processes and knowledge base can cost 80% of your operating budget. In contrast, ComTech's ActiveCare™ offers these capabilities to reduce your costs. The following is a menu of managed services, with their benefits and levels of complexity.



E-Mail Management and Administration

ComTech Offers full Office 365 migration, management, and Administration, or the remote management of on premise Exchange Servers.

ComTech will create or edit users, assign roles to users, reset user passwords, manage licenses, and manage domains, among other administrative functions.

Network Monitoring

ComTech's 520 NOC technicians carefully monitor every netflow, hop, server and endpoint attached to your network. We are constantly on the lookout for any anomalies in infrastructure health, security, and capacity, and we work tirelessly to provide you with optimal network performance.

Full Service Desk Support

ComTech provides a Single Point of Contact to meet the needs of your employees. And whether you sign up for normal business hours support, after-hours, or complete 24x7 coverage, ComTech takes the time to learn about your company. The purpose of our Service desk is to troubleshoot problems or provide guidance about your IT products.

Desktop Monitoring

ComTech has established rules based on our years of experience monitoring servers and handling thousands of alerts a year – rules that determine what's needed to fix a given problem, rules that resolve issues faster, and rules that improve your operational efficiency.

Network Security

ComTech's Network Security solutions include next-generation firewall security and intrusion prevention, advanced behavior analytics, and sophisticated threat detection engines, all designed to protect your networks, from malicious behavior either internal or external. ComTech network security framework provides maximum availability, security, integrity, and flexibility, with minimum overhead and risk.

Business Continuity and Disaster Recovery

When it comes to data, ComTech is an equal opportunity protector – meaning every single bit, block and file needs to be fully secured against corruption, deletion, intrusion, or (we shudder at the thought) total loss.

We're talking built-in data integrity checks, 256-bit encryption, granular backup scheduling and data retention, and screenshot verifications of backups.

Vendor Management

ComTech will take charge of evaluating third-party providers of goods and services, supervising day-to-day interactions and managing longer-term relationships with all your vendors so you can work and not have to worry about your in-house, or line-of-business software

Printer Management

ComTech has a comprehensive print management solutions strategy. We focus on four key areas: security and authentication, hardware optimization, network infrastructure, and User Print Issues.

We reduce the users burden, lower your costs and make printing more efficient, making for a more productive workforce.

ActiveCare
Proactive Solutions

* Click on a description to link to more info