



BUSINESS IN THE RIGHT DIRECTION.  
GO WEST.

Business Processes and Systems  
Corporate Acquisitions and Mergers  
Customer Experience  
Labor Management

**Managed Services** | **FITservices**

Software  
Supply Chain  
Technology



**FITservices:** Fill your IT gaps and reduce IT operational costs by **10%-20%** through a comprehensive and strategic managed services solution.

Building the necessary infrastructure and support systems to drive a growing business is imperative for all organizations, but a real challenge for many.

Downtime often creates a significant drain on resources—keeping your IT staff in a perpetually reactive mode. Yet, insufficient IT support often is one of the main causes of system downtime in the first place.

**A managed service solution offers organizations:**

- ◆ Strategic cost savings and static pricing models
- ◆ Reliable infrastructure
- ◆ Reduced downtime
- ◆ Scalability



**With today's intense budget and competitive pressures, IT organizations must do more with less.** And, for many growing organizations, justifying all of the technology and skills required to run a business is difficult, if not impossible. Many organizations can't acquire the dedicated resources for strategic IT guidance and end up with a solution that doesn't meet their specific needs.

However, when approaching a managed services solution, it is important to gauge the value added in addition to just cost savings and reactive support. The addition of strategic insight and industry knowledge is crucial when selecting a managed service provider.

**FITservices** expands beyond the typical outsourced offerings to provide complex technical and strategic solutions. With access to our full service management and IT consulting practices, FITservices provides more than just IT, but rather a strategic business partner positioned to help your organization excel. **We typically help our clients with initiatives including:**

- ◆ Compliance and regulation
- ◆ Archiving and disaster recovery
- ◆ CRM and website enhancements
- ◆ Content Management and document sharing

With our streamlined offering, FITservices can typically reduce IT operational costs by 10% - 20% while providing industry experience, improved IT service, and deep technology expertise.

**Expanding the strategic vision of your IT organization.**

**THAT'S BUSINESS IN THE RIGHT DIRECTION.  
GO WEST.**



#### CIO SERVICES

- ◆ IT Strategy Reviews
- ◆ IT Budgeting
- ◆ Industry Perspective Meetings

#### HELP DESK SERVICES

Full incident life cycle support from initial service request to customer resolution, supported by client SLAs and detailed trend reporting.

#### SYSTEM REPAIR AND SERVICE

Formal troubleshooting and escalation procedures for Level 2 & 3 support to ensure rapid service restoration as well as vendor support for third party solutions.

#### PROACTIVE MAINTENANCE

Proactive systems updates and configuration changes to limit downtime, improve performance and reduce security risks, including automated patch management.

#### PROACTIVE MONITORING

Network Operations Center (NOC) performing infrastructure monitoring and event management to identify and address system performance issues and outages.