MANAGED IT SERVICES

Get your staff the tools and support they need to stay productive and keep your business running like a well-oiled machine.

No matter where your staff is located, S-NET's Managed IT Services help ensure that they work efficiently. We provide exceptional end-user Service Desk Support and leading-edge Infrastructure Management Services for optimized workflows and no interruptions.

24/7/365 GUARANTEED SUPPORT

Our 100% US-based support team is always available to your users. Our service is guaranteed with service level agreements that you can count on to be fulfilled.

SINGLE POINT OF CONTACT

You get a single support contact to manage your issue from start to finish, even as they engage additional resources or 3rd party vendors to solve your problems.

PREDICTABLE COST FOR SUPPORT

Get scalable, reliable, and efficient user support for a predictable monthly fee. Know exactly how much you are spending and how much is left for larger infrastructure investments.

BOOST USER TECHNOLOGY ADOPTION

When your users get quick and reliable support for their IT issues, their confidence in technology builds. Help them embrace the technology that creates efficiency and growth in your business.

Let us take on the burden of every-day reactive end-user issues and keep all your internal workflows running smoother than ever.

S·net COMMUNICATIONS

PROACTIVE SERVICE DESK

SAVE ON IT EXPENSES

Staffing and training an internal helpdesk can be expensive. Save on staffing and maximize ROI with a scalable, predictable cost model.

BOOST PRODUCTIVITY

There are few interruptions more irritating than technology issues. Let our expert staff ease tensions and help your team return to work in no time.

DEDICATED IT EXPERTISE

Stop navigating complex software upgrades. Leverage the experience and skills of S-NET's engineers and let us serve as a technical liaison with 3rd party providers.

MAXIMIZE RESOURCES

Let us handle the frustrating back-and-forth nature of your team's daily technology needs and free up your IT staff to focus on your primary business objectives.

Not only is our Service Desk available 24/6/365 to provide assistance and resolve your team members' technology issues quickly and efficiently, but we proactively take actions to prevent technology disruption before it occurs.

Have all your team's mission-critical technology covered:

Unlimited live remote support for up to 3 devices per user, including laptops, tablets and smartphones.

Troubleshoot, remedy, and mitigate end-user computer issues.

Connectivity to the Internet and end user's network.

Business application setup and installation, including Microsoft 365.

Remote management and monitoring (RMM) client licenses. Engage monitoring threshold alerts proactively.

Antivirus/Malware management - preventing, monitoring, and responding to virus events.

Preventative maintenance procedures on computers and laptops.

Printer setup and configuration. Firmware updates to printers, scanners, and other connected devices.

Regular patches and updates to software and operating systems.

Remotely administer end-user computer with minimal end-user interaction.

Put the burden of infrastructure management on our shoulders and see your technology running like a well-oiled machine.

PROACTIVE INFRASTRUCTURE MANAGEMENT

S-NET will proactively monitor your complete IT infrastructure, respond immediately to mitigate loss of service and prevent future downtime through preventative steps.

Infrastructure & Server Monitoring, Management & Support

Remote Management and Monitoring (RMM) of servers and IT infrastructure, including routers, switches WiFi access points, & firewalls.

Option to include add-on fixed-function devices, including conference PC, network-based smart devices, & network-based security systems.

Monitor device health and engage monitoring threshold alerts proactively.

Perform firmware updates as recommended/needed.

Technical Liaison and management of hardware/software vendors.

Monitor operating system and supported application updates.

Additional Server-Only Services

Monitor server OS and supported application updates.

Apply OS and supported application updates at regular/recommended intervals.

Troubleshoot and remedy server and application related issues

Endpoint antivirus/malware client license management.

Engage antivirus/malware alerts proactively

PROTECT YOUR BUSINESS

We proactively monitor and manage all your IT-powered business solutions and collaboration tools to mitigate the risk of downtime and prevent costly security breaches.

DEDICATED IT EXPERTISE

With our experienced team of engineers dedicated to monitoring your infrastructure, as well as handling firmware, software and security updates, your IT solutions will always run at peak performance.

PREDICTABLE COST MODEL

Get scalable, reliable, and efficient infrastructure support for a predictable monthly fee and make informed budget decisions.

MAXIMIZE IT RESOURCES

We'll handle the frustrating back-and-forth nature of daily technology needs, freeing up your own IT resources to focus on meaningful projects for your company.

CONSULTING & VIRTUAL CIO SERVICES

s·net COMMUNICATIONS

Take control of your technology and leverage our team's expertise to build a scalable, reliable, and efficient infrastructure that supports your long-term business growth.

- Infrastructure/Architecture consulting
- Email migration, planning and implementation.
- System/Application integration & configuration

- Virtual CIO services
- Disaster recovery planning & implementation
- Cloud migration, implementation & configuration

WHY S-NET COMMUNICATIONS?

Large enough to deliver, small enough to care.

GET THE ROBUST SERVICES YOU WANT

With S-NET's team of IT experts proactively monitoring and managing your infrastructure and end-user services, you can rest assured that all your technology will run at peak performance.

GET THE ATTENTION YOU DESERVE

Our engineers resolve your team's IT challenges quickly and efficiently and give your users the immediate, attentive support they need to use technology successfully.

Contact your S-NET Client Technology Advisor for a free consultation.

managedit.snetconnect.com | (866) 404-7638 | sales@snetconnect.com