# Co-Managed IT Services

**TeamLogicIT®**
Your Technology Advisor

For many companies, supporting the information technology demands of today's workplace is increasingly challenging. Internal IT staff are spread thin and may not have the broad spectrum of skills required to keep up with the ever-evolving landscape of technology. What's more, over employment in the IT workforce has made it difficult to recruit and retain technical resources creating exposure and risk for many organizations. That's why more companies are turning to a co-managed IT services model to augment their existing IT staff.

## SOMETIMES A DEDICATED STAFF IS NOT ENOUGH

TeamLogic IT provides the co-managed IT support you need to get the job done. We can open doors to emerging technologies. Expand internal expertise. Fill gaps in systems managed, helpdesk, skills and expertise. We are your go-to tech team that helps your internal IT department be more successful. We can assist in these key areas:

**Managed IT Services**—Our comprehensive approach to managed IT services provides you with proactive IT, preventative IT and responsive IT, and includes:

- Remote monitoring and management of desktops and server
- Application and operating system patch management
- Cybersecurity essentials, endpoint protection, employee security awareness training
- Backup and disaster recovery for your critical systems

**Help Desk Services**— Our North-American-based support team is friendly, courteous and dedicated to your needs. What's more, we follow documented best practices and our industry-leading support platform ensures your employees stay productive. Our help desk services include:

- 24/7/365 coverage
- Support by skilled technicians
- Toll-free phone lines
- Escalation procedures
- Co-managed ticket workflow
- Call tracking through to resolution
- Workstation hardware support
- Operating system support
- Core application software support
- Email client support
- Microsoft Office O365 support
- Call activity reporting

**Virtual CIO Services (vCIO)**— A chief information officer (CIO) provides a company with better ways of working with customers, streamlining workflows for greater productivity, risk management, and more. Until now, only large organizations had the financial wherewithal to employ this position. As your co-managed IT services provider, TeamLogic IT can function as your virtual CIO and provide these services:

- Technology roadmap development and review
- Ongoing IT planning and budgets
- Technology and business risk assessment
- Technology planning and deployment
- Vendor management
- IT expertise and leadership

## LOCAL REACH. NATIONAL PRESENCE.

With more than 200 locations across the country, we have the depth and breadth of experience to help you with all your IT needs. If you have a problem, we've most likely seen it and solved it.

## CO-MANAGED IT SERVICES

- *vCIO Services*
- *Remote Monitoring and Management*
- *Anti-virus and Malware*
- *Patch Management*
- *Business Continuity and BUDR*
- *Help Desk*
- *Co-Managed Ticketing System*
- *Branded Employee Client Portal*
- *Phishing Awareness Training and Testing*
- *O365 Management*

## PROJECT OUTSOURCING

- *IT Relocation Services*
- *Procurement Services*
- *Desktop and Server Virtualization*
- *Network Design*
- *Network Assessment*
- *Apple Business Consulting*

Protect your business today. Call TeamLogic IT for the best in co-managed IT services

Move forward with **The Color of Confidence**®.

# www.TeamLogicIT.com