



# Responza Managed Services



## Remote IT Support Protection and Value

*“Versatile remote management capabilities have demonstrated as much as a 92% decrease in labor costs for managing devices in distributed environments, and a 66% decrease in the actual time for fixing a problem once it’s occurred.”*  
- IDC

### **Remote IT Support: Tremendous benefit without sacrificing support quality**

Regardless of your business type or computer network size, outages and downtime are catastrophic to your business. Your IT hardware and software assets – whether great or small – are critical. For business owners, the pressing question is:

***How can you manage your computers and network in a way that protects your business, drives your productivity higher and keeps your costs as low as possible?***

The answer:

### **Remote IT Support**

Before you discount this idea as too simple to be true, consider that businesses of all sizes and types have proved that remote support protects their data, networks and their business and allows them a quick return on their investment.

*“Remote Computer Support allows our systems to be maintained quickly and efficiently. There are no travel times to contend with or service disruptions to our workflow.”*

- Rhonda Cowley, Aspen Industries

The use of robust remote tools enables you to more effectively use your support hours for intricate, hands-on IT projects or strategic IT planning because IT Pros can complete break/fix and maintenance tasks without leaving their office – or disrupting yours.

Typical Remote IT Support tools empower IT Pros with the ability to:

- Control the desktop
- Reboot and reconnect
- Transfer files between remote and local computers
- Chat and text

### **Set your expectations.**

Remote IT Support services should include:

- 24x7x365 monitoring and remediation of servers and network devices
- Immediate alert response
- Monthly system health reports, trend graphics and executive summaries
- Upstream ISP network monitoring.
- On-demand reporting

*"Because of Remote IT Support, customers are no longer running us down to report problems. We report preemptive discoveries and their quick resolutions to them. They love it."*

- Arlen Duncan

VP of Technical Operations, Responza

## Six Characteristics Define Remote IT Support

### **Fast - Connect fast and fix fast**

This allows you to minimize delays caused by downtime. No wasted travel time to your site and minimal idle time for employees awaiting a computer or network fix.

### **Easy - All you have to do is ask**

With Remote IT Support, it only takes a request to set your issue resolution in motion. You don't need pre-installed software or to have a technician on-site.

### **Complete - Broad fix potential at first**

contact IT pros use in-depth remote diagnostic tools to help resolve approximately 90% of the most common computer and network issues without being on-site.

### **Secure - Methods are proven to be safe**

Use of SSL encryption mitigates the risk to your data, your network or your business.

### **On-Demand - Available at your point of need**

Remote Support never makes you feel abandoned. You're never next in line as a tech travels from site to site. Your resolution is underway immediately, regardless of your location.

### **Smart - A better approach to IT support**

Today's technology innovations enable us to resolve issues in a way that also minimizes business disruptions and downtime, increases productivity, reduces costs and protects us from risks.

**Contact Responza for more information regarding Remote IT Support and a broad range of business IT needs.**

## Security and Return on Investment are Realized

### **Proactive is better.**

Remote IT Support helps your IT systems become healthier and more secure because it enables your IT pros to be proactive, monitoring changes in network and PC behaviors and heading off issues before they become problems.

A proactive stance can help reduce downtime to a fraction of what one might experience when reacting to events. It also produces savings that total as much as 26% percent of an organization's total IT budget.

## Three facts about Remote IT Support

1. With the cost of an average trip to fix IT currently estimated at \$150/hour, Remote IT Support demonstrates better than a 90% decrease in labor costs.
2. Remote IT Support shows a 66% decrease in mean-time-to-repair by eliminating travel delays and optimizing in-depth diagnostics.
3. Remote IT Support enables more seamless and cost effective growth. In one environment using remote services, IT infrastructure assets increased 33% per year at more than 100 sites, with no increase in IT personnel.