

MANAGED SERVICES



What We Can Do For You?

"LET DIGITAL FOUNDATION MANAGE YOUR ORGANIZATION NEEDS AND TAKE YOUR COMPANY TO THE NEXT LEVEL IN IT MANAGED SERVICE SOLUTIONS."

Desktop Packages

- Business Starter Package
- Business Professional Package
- Business Virtual Service Desk

Server Packages

- Business Professional
- Remote Server Care Plus
- IT Server Professional

MANAGED SERVICES

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MANAGED SERVICES CALL TO ACTION

FOR MORE INFORMATION ON MANAGED
SERVICES CALL OFFICE: **301-861-3099**

AND MENTION THE **CALL TO ACTION**

Managed Services

DESKTOP PACKAGES

Business Starter Package

This package is for the business that is looking to have IT support with limited in-house support. This package includes Enterprise Edition anti-virus protection & anti-spyware application. This also includes a remote monitoring service which will ensure that your computers virus and spyware definitions are properly executed every 4 hours. Our team will monitor your computers to ensure that a computer scan is done daily on each desktop.

Also with security patch management our network operations center manually reviews every single patch to ensure that they are a healthy update for your PC and not one that will be detrimental to your day to day usage. Once a patch update is white listed, it is deployed remotely to each PC.

Business Professional Package

This package includes the Business Essentials and Starter package. This package will allow you the ability to log a support ticket for incidents that require remote support. This applies to any software installations, removals and rollouts. These support tickets are typically done after hours so that it will not interrupt you work.

You may also use their system to request other IT services needed for your organization.

Business Virtual Service Desk

This is our elite package which includes the Essentials, Starter & Professional package in addition customers will receive live Technical Support from experienced IT professionals. This available 24/7/365 and offers unlimited amount of support for your business needs. By using this service our Technical Support can assist you over the phone with any issues you are having and they have the ability to remotely login to your PC using a Remote Desktop application and actually fix or solve the issues you are calling about. This a great value for a company that needs IT Support but does not have the resources for a Full-Time resource.

Package requires a minimum of 10 PCs.

SERVER PACKAGES

Business Professional

This package includes 24x7x365 monitoring of your servers availability. In the event that your server is down we will notify you by e-mail or by phone. We will also monitor the performance of your server to ensure that it is running at optimal settings. Health checks and key trend analysis reports are also provided.

Additionally included is AVG Enterprise Edition anti-virus & anti-spyware application. This also includes a remote monitoring service which will ensure that your computers virus and spyware definitions are properly executed every 4 hours. Our team will monitor your computers to ensure that a computer scan is done daily on each server.

You will also receive security patch management that will ensure that they are a healthy update for your server and not one that will be detrimental to your day to day usage.

Remote Server Care Plus

This package includes the Essential Server Watch package and Business Professional package. This package will allow you the ability to log a support ticket for incidents that require remote support. This applies to any software installations, software removals and rollouts. These support tickets are typically done after hours so that it will not interrupt you work. You may also use their system to request other IT services needed for your organization.

IT Server Professional

This package includes Essential Server Watch, Business Professional package and Remote Server Care Plus.

Additionally included is live Technical Support which is available 24/7/365. Not only will Technical Support assist you over the phone with any issues you are having they will also have the ability to remotely login to your server using a Remote Desktop application and fix or solve the issues you are calling about. Our package also includes disaster recovery support in the event of an emergency. Backup Management includes the backing up of data remotely to a secure server in the event of disaster recovery.