Managed Information Technology Service

> Proactive   > Consistent   > Affordable

Massador Computers

www.massador.co.za

It's Like Having Your Own IT Department

Proactive, Flexible, Affordable, Managed

System downtime, viruses, spyware, losses of productivity.... Are the computer systems you rely upon to run your business not working consistently and as expected? These distractions are unnecessary, time consuming and very expensive.

IT is not supposed to take over your life - leave it to us to get it up and running to serve you instead. Call us now and try our service level!

At Massador Computers, we understand this. We also know that businesses are constantly challenged by the task of managing the demands of business growth while coping with continuous technology challenges.

Our focus is to keep your IT systems operational, available and secure so that you can focus on the everyday demands of expanding your business, managing costs and increasing revenues. We're here to help you realize the productivity gains and ROI you have been expecting from your computer systems all along.

Fully Managed Services [FMS] from Massador Computers consists of service level offerings that provide affordable proactive IT management and support. Utilizing our unique framework for providing managed IT services, **Massador Computers** provides a range of proactive services designed to optimize your technology investment and maximize the productivity of your people and business.

It's not just about monitoring, that just lets you know something is wrong.

And it's not just about remote access to your systems to troubleshoot issues.

It's about a proactive preventative approach to IT systems management

This is possible through the use of a series of "Best Practices" that we have developed over years of collective experience.

Best practices for tasks such as:

- Spyware Protection and Removal
- Virus Protection
- Disk Drive Analysis
- Security Patch Management
- Application Usage
- System Auditing
- Backup and Disaster Recovery
- User Policy Enforcement

Best practices that are embodied in an automated state-of-the-art infrastructure that gives you immediate response time, access to resources and proactive solutions.

Our technology expertise becomes your competitive advantage.

DID YOU KNOW?
20 million person days per year are lost due to technology failures

A cost that few Businesses can afford. Any business supported by technology should consider both direct & indirect costs.

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Proactive IT Management

By maximizing the benefits of technology, daily, weekly and monthly IT tasks can be automated and scheduled to ensure all tasks are completed and reported consistently and without fail.

As the tasks run, valuable data is gathered to spot trends and patterns which can be used to plan system changes or enhancements. This reduces or eliminates any impact on the business.

Consistency creates reliability which results in predictable costs. How many times have you received a bill that you couldn't understand or begin to determine if it was justified?

Consistency is the cornerstone of FMS

FMS Features

- Site Assessment and Inventory
- Proactive Service
- Management and Status Reporting
- Best Practice Driven
- Automated and Reliable

We keep you informed by providing regular communication and executive reports covering the overall health of your computer network and the results of our services. All communication and issues associated with your users and systems is tracked, reported and retained for analytical, historical and audit purposes.

FMS Benefits

- Reliability
- Security
- Consistency
- Productivity Gains
- Cost Management and Control
- Performance
- Managed Expansion and Growth

Our goal is to serve as your technology partner with a focus on providing solutions. By using a consultative approach to evaluate your business and technology needs, we can advise on the best solutions for your current and future needs

Massador Computers provides you with a single source of professional expertise and resources you need to streamline system management and support functions at an affordable price. Massador Computers uses advanced processes, tools and methodologies, to deliver superior services that match your needs. You can choose from a variety of service plans that range from routine system maintenance and management to complete IT outsourcing. We will help you turn your data networks into an effective, efficient component of your growing business.

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Introducing M.O.N.A.
Managed
Onsite
Network
Administrator

Massador Computers M.O.N.A. as our agent is fondly known, is a capable, organised and highly qualified member of the Massador Computers team.
She is tireless in her ability to source system information and automate policies and procedures.
She is our most valuable team member in that she works 24/7/365 no tea breaks, no lunch, no leave, no sleep.
M.O.N.A. enable us at Massador Computers to provide IT Managed Services to fit your pocket.

Your company will benefit from:

• Senior IT Personnel available at all times.
• Capabilities & experience from IT Manager to Support Desk Technician.
• Staff vacation time will not influence your support level.
• No additional training costs to keep staff members abreast with the latest technology

The benefits of utilising M.O.N.A. & Massador Computers:

• Our area of expertise is Managed Services. Our goal is to utilise our knowledge base and exposure to other companies in order to grow your IT infrastructure by continuously looking forward.
• We make use of Remote Monitoring & Management Software that allows us to perform proactive maintenance on a continuous basis.
• We make use of Process Systems Automation to assist us with the implementation of IT projects & systems within your organisation.
• Massador Computers has a fully functional, comprehensive, flexible, web-based helpdesk environment.