



MANAGED IT PORTFOLIO

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(305) 503-7782



OUR PLATFORM

Voiceware's Remote IT Platform puts an entire team and their expertise on-call to resolve technical issues quickly and reliably.

OUR PLATFORM



REMOTE MONITORING & MAINTENANCE

We provide the proper upkeep and maintenance needed of your mission-critical systems, functioning just like your internal IT department, without the costly salaries. Even if your organization does have an internal IT department, we can work alongside them to perform the daily maintenance that they might not have time for. This helps them better innovate and provide new solutions for your business model.



NETWORK ARCHITECTURE

Our highly skilled network consultants are specifically trained to manage and develop existing network infrastructure to save companies money and improve their business processes. Voiceware delivers robust IT systems, cyber-security, network monitoring and AI solutions that streamline and fuel your business.



INTERNET, DATA & CLOUD

Voiceware delivers integrated solutions for Cloud, data and Internet services improving performance and storage capabilities that your business needs. Take advantage of powerful, enterprise-class services whether on-site or in the cloud. We can provide scalability and mobility with a focus on productivity and cost efficiency.



BACKUP & RECOVERY

Our backup and recovery solutions are designed for fast-growing organizations like yours as you modernize your data protection. Protect anything everywhere with incredible ease, recover your data environment in minutes, not days, without affecting users and scale backup and restore capabilities based on your growing needs.



HELP DESK SUPPORT

Much more than a traditional Help Desk, our services provide our customers with professional and immediate support without the costly overhead. Our remote support specialists can handle over 76% of IT issues remotely focusing on rapid response time and first-call resolutions.



MANAGED SECURITY

Keeping your software and firmware up to date is crucial to keeping your workstations and servers running smoothly. New viruses, Trojan horse attacks and other malware are created every day. Our services take care of essential maintenance that your computer systems need.



ON-SITE SERVICES

Voiceware managed IT On-Site Services staff can assist those customers that need an in-person visit for those situations whereby a physical presence is required. With professional experience resolving issues that require a technician to be on location, you can trust in fast response times to common IT issues without the need for additional staff and overhead costs.

Quality Business Voice and Managed IT Solutions – Your One Touch Source for RMM Services



MSP SERVICES

Without reliable IT support, technology downtime and inefficient systems erode your company's productivity. Doing it yourself takes valuable time from your business, but hiring an in-house technician isn't the most cost-effective solution; even then, they are just one person with regular working hours.

WHAT IS A MANAGED SERVICE PROVIDER?

Management and Support of IT Services

A managed service provider (MSP) offers management and support of IT network-based services, applications, and equipment. As businesses become increasingly dependent on IT, the need for a reliable MSP that allows business owners and employees to focus on their core functions has become critical.

The Scope of service provided by an MSP varies according to the customer's needs and can involve simple system upgrades to full network management and support for a pre-established monthly fee.



"The key element is that it is preventive and proactive in nature."



REMOTE MONITORING AND MANAGEMENT

Voiceware provides proactive IT managed services using a remote monitoring & management platform (RMM) tool to continually monitor the health and performance of your IT network – without any kind of disruption to your employee’s activities. Our robust RMM platform detects early detection and remediation of issues before they cause downtime of data loss. We ensure that mission-critical departments such as Accounts Receivables, Finance, Billing/Collections are always kept running.

FROM REACTIVE TO PROACTIVE

Many businesses continue to use the reactive model of handling IT issues as they arise. Below is a comparison of the Reactive vs. Proactive approach. Its easy to see the benefits of becoming proactive!

REACTIVE Services Model

1. An IT issue is detected.
2. You can contact your IT solution provider.
3. Once you reach your IT provider, you describe the issue as you understand it
4. If the issue cannot be resolved via email or phone, your IT provider will need to travel to your location.
5. Once at your location, the issue is property diagnosed.
6. The issue is resolved.

PROACTIVE Services Model

1. An RMM tool conducts oversight of your network and IT assets 24/7
2. The RMM tool alerts your MSP to a potential issue or an issue about to occur.
3. A centralized dashboard allows for remote diagnosis and remediation of the issue by the appropriate technician — without disruption to your business flow!



REMOTE MANAGEMENT

Voiceware provides remote monitoring and management of your servers, workstations (desktops), routers, firewalls, printers, and other network devices to ensure your IT support and management tasks are performed remotely, non-intrusively and effectively without interrupting your workflow.

HARDWARE & SOFTWARE INVENTORY

Collection and tracking of hardware and software inventory from Windows, Linux and MAC operating systems so you have a complete record of all your IT assets.

ASSET MANAGEMENT

We provide identification, tracking and auditing of all servers, printers, routers and all mobile devices from purchase to disposal to ensure that all equipment assets are in compliance with licensing requirements.

IT Asset management also enables you to more accurately plan and budget for future IT purchases.

PATCH MANAGEMENT

We deliver identification and automatic updating of all software patches for operating systems and hotfixes to all devices, giving you peace of mind that all required patches are up-t-date and your system will continue running at optimal performance.

NETWORK MONITORING

Monitoring and controlling critical items in your infrastructure through powerful monitors and scripts to ensure potential issues are identified and resolved before they can affect your network performance.

PRINTER SUPPORT

Optional monitoring of ink levels, paper levels and remotely initiating, stopping and resuming print job activity eliminates printer downtime.



EMAIL AND BROWSER SUPPORT

Receive fast and reliable secure, remote technical support on email and browser related issues and inquiries.

THREAT MANAGEMENT

Monitoring of the Windows event log and immediate remediation of the critical events to safeguard your network against unexpected crashes and data loss.

SOFTWARE DEPLOYMENT

Installation of software services to one device, a group of devices or to one or more locations ensures no device is overlooked when installing new or updated software.

ANTI VIRUS & MALWARE

Effective management and detection of evolving threats and malicious software attacks, including protection from spyware, spam, and phishing scams. Our antivirus services include comprehensive monitoring and deployment of virus definitions and updates so you know your network is always protected.

SOFTWARE TROUBLESHOOTING

We test and troubleshoot Microsoft Office and other leading 3rd party applications on Microsoft and Apple operating systems.





HOW WE HELP

Voiceware is driven by two core principles, which is to ensure you have “always on” IT and business voice communications, and to enhance your business productivity with personalized technology.

WHAT CAN VOICEWARE DO FOR YOUR BUSINESS?



Less Time Spent on IT Concerns

More time spent nurturing your customers and growing your business.



Little Disruption to Operations

Regular maintenance and support services are performed stealthily without disrupting your employees or workflow.



Customized Reporting

Provides complete visibility into your network health and IT issues, allowing for timely budgeting of IT expense.



Reduces Overall IT Costs

Ensures your IT network and assets remain operational, allowing you to avoid unexpected expenses.



Unlimited Remote IT Helpdesk Support

Our RMM allows mobile access to customers, ensuring service and support Monday through Friday 8:00 am - 8:00 pm



Maintained At All Times

All recurring maintenance tasks, including Windows updates, disk defragmentation and disk cleanups are properly updated and maintained at all times, during off-peak hours.



PRICING

To grow and thrive, you need a sophisticated IT system platform with applications to match. Voiceware delivers everything that businesses need to access a broader resource and work productively while improving security and reliability, cost-effectively.

REMOTE SERVICE PLANS

SUBSCRIPTION PER DEVICE

\$15/month
per device

(i.e. desktop, mobile, laptop
or server)

Remote Monitoring &
Maintenance Software

Enterprise-Level Real-Time
Antivirus Scanning with
Automatic Updates

Enterprise-Level Malware
and Daily Scanning

Customized
Defragmentation Schedule

Automated Registry
Cleaning

Daily, Weekly, and or
Monthly Reports

Portal Access to Remote
Support Ticketing

Real-time Network
Diagram with "site book"
information (with at least 1
IT Manager Unit)

**Monthly pricing is based
per client (device)**

TIER 1

\$35/month
per user

Mon - Fri 8:00 am - 8:00 pm

**ALL RMM Services Listed in
Subscription PLUS+**

Unlimited Remote IT
Helpdesk Support
from Mon-Fri
8:00 am - 8:00 pm

Support with Software,
Applications, Browser Issues,
Microsoft & Apple Operating
Systems

Thin Clients and Virtual
Desktop Infrastructure (VDI)

E-mail Applications &
Browsers

Microsoft Office and leading
Third-Party Applications

Limited Hardware and
Network Troubleshooting

Printer Installation & Support

Scheduled Updates and
Desktop Performance

TIER 2

\$55/month
per user

24/7/365

**ALL RMM Services Listed in
Subscription PLUS+**

Unlimited Remote IT
Helpdesk Support
24 hours a day/7 days
a week

Support with Software,
Applications, Browser Issues,
Microsoft & Apple Operating
Systems

Thin Clients and Virtual
Desktop Infrastructure (VDI)

E-mail Applications &
Browsers

Microsoft Office and leading
Third-Party Applications

Limited Hardware and
Network Troubleshooting

Printer Installation & Support

Scheduled Updates and
Desktop Performance

For additional details concerning our valued added tiered pricing packages,
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