

# Complete™

## Managed IT Services



**OneIT, Inc. combines best practices in proactive system management & service delivery to provide one-of-a-kind IT support for discerning customers: Customers who require 100% availability of their IT and business systems**

Complete™ is OneIT's fully managed and outsourced IT services offering.

Utilizing a combination of remote and onsite support models, Complete™ brings enterprise level IT support, resources, and knowledge to any size company.

When a component of a client environment is covered by Complete™, OneIT performs all proactive maintenance, live monitoring and IT support for that component at a fixed fee per month. There are no surprise charges, and IT budgeting becomes more like a utility.

Complete™ is designed to be customized specifically to each client; offering just the right amount of outsourced support. The service is created by combining building blocks until the perfect IT model is achieved. Building blocks for Complete™ include:

- User devices such as desktops, laptops and tablets
- Servers
- SAN/NAS
- Phones
- Firewalls
- Device security
- System level security
- Access points
- Printers
- Support for client's vendors
- Email
- Licensing

When end users need support, they simply use an app on their desktop to contact OneIT, and then one of our engineers quickly responds. Our help desk is robust, and staffed with varying levels of resources, often times providing better than in-house knowledge and response time to end users.

OneIT extends our customized support model into help desk support services. Clients can choose to have end users contact us directly, or we can act as an extended support model for an existing IT department; dovetailing our ticketing system into theirs.

In addition to managing existing client hardware and infrastructure, OneIT also offers Hardware as a Service (HaaS). With a combination of HaaS and Complete™, the entire IT department becomes a predictable cost per month with no CapEx required. Hardware is always under warranty and always current. HaaS can be determined at the beginning of a contract, or slowly triaged in as devices come up for refresh.

OneIT offers many complimentary services with Complete™. These include:

- IT project support, as needed
- Physical to cloud migration planning and implementation
- BCDR consultation, planning and implementation
- VoIP services
- Collaboration tools and implementation
- CIO assistance
- IT roadmap planning

The purpose of Complete™ is to allow our customers to focus on their business, while OneIT concentrates on the technology powering it.