Complete Outsourced IT Department

We have spent the last 12 years refining how to provide and price computer services. Taking what we learned, we built a service package we call "Unlimited Helpdesk." Unlimited Helpdesk is a set of services customized to create a "Complete Outsourced IT Department" for our clients. Unlimited Helpdesk incorporates everything from helpdesk services, to employee training, consulting and cloud services, all wrapped into one fixed monthly bill.

"Tom and his team have catapulted us into the future with top of the line service, immediate customer response and problem solving, and dedicated team members willing to go the extra mile to get the job done, nothing too big or small for them. From day one we have always enjoyed having Computer Crews as our tech team and look forward to growing our business with them in the future."

-Jeff

Benefits of Unlimited Helpdesk

- **Reduced problems** - It is in the best interest of the client and Computer Crews to prevent problems and we will work to prevent any issues we can, when problems do occur we are still there to help.
- **Reliable support** – You have a team of technicians, engineers and account managers to make sure you are taken care of at all times, when someone gets sick or goes on vacation you aren't waiting on them to get back to solve your problem.
- **Predictable bill** – Your bill will be the same every month, unless you add or remove computer systems.
- **Long term focus** – Computer Crews will often outlast the rest of a clients' staff. We become part of your crew and hope you will keep us as part of your company for the next 10 years and beyond.

Primary Services

The backbone of your support is built around these primary services.

- **Helpdesk** – Remote support for fast response to problems and onsite support when needed is always included in your monthly bill. (Helpdesk services consist of vendor management, computer repair, server and workstation maintenance, proactive maintenance, consulting, employee training, network monitoring and project management).
- **Hosting Services (Cloud)** – Cloud is just a marketing word, but when most people talk about it they mean taking computer functions out of your office and putting them in a data center. Some services should be moved to the cloud and some should not; we will help you decide which ones you should move, and roll the charge into your monthly bill.
- **Disaster Recovery** – If a disaster ever does occur we have the tools and expertise to have you up and running faster. Onsite backups, offsite backups, and disaster recovery devices are some of the ways we will protect your company.

Additional Services

These additional services are to flush out any other needs you may have. Already have some of these? No problem we can manage them for you and will only move you to our services if it is beneficial to your company.

- Application Hosting *	- Hosted Exchange *	- Computer Use Monitoring
- Credit Card Processing *	- Website Design	- Website Hosting *
- Website Maintenance	- Email Hosting *	- Spam Filtering *
- Email Archiving *	- Email Encryption *	- Server Hosting *
- VPN (Virtual Private Network)		

* Are services that people are talking about when they talk about Cloud