



INTEGRATED MANAGED SERVICES

Combining years of knowledge and expertise to manage and monitor your network

DO THESE ISSUES PLAGUE YOUR BUSINESS?

No Technology Plan?

Does your organization lack a strategy for how technology can best serve it into the future?

IT Budget Crunch?

Under pressure to reduce IT costs, increase value or maximize profitability?

Management Struggles?

Need to find a more efficient way to manage your company's technology?

PROGRAM ADVANTAGES:

Increased Productivity

Continuous insight into your network lets us reduce the business impact of IT failure by shortening the time from network failure to issue resolution.

Reduced Business Impact from IT Failures

Combining preventative maintenance and remote monitoring means we minimize failures that could impact your business. Your network behaves in a stable and reliable manner.

Reduced Network Downtime Through Proactive Maintenance

Through regular maintenance activities designed to keep your network operating efficiently, we reduce the number of emergency incidents you encounter.

"This program perfectly suits my business needs and ensures we have optimum uptime to avoid affecting our business."

Epoch Universal is dedicated to being your one-stop shop for all of your IT needs! After reviewing the demands of our own customers, we saw a need for technical expertise past the initial engagement phase. Our customers gained peace of mind by leveraging the same technical resources that delivered the initial installation/upgrades.

We provide all of the benefits of an internal MIS department for a fraction of the price of staffing one yourself. We reduce the business impact of IT failures by minimizing their occurrence, with any unforeseen issues being dealt with as top priority. All aspects of your network are covered: security, data protection, applications and hardware.

Our Integrated Managed Services provides you peace of mind with:

- 24/7/365 proactive monitoring with notification alerts
- Industry leading implementation services
- Operating System/Software Upgrades and Recommendations
- Increased network reliability and improved network performance
- Maintenance, Monitoring and Ticket Reporting
- SLA Driven Remote and On-Site Break-Fix Support

IMS provides a single-source solution to secure and maintain your information technology infrastructure investments. Epoch Universal's IMS covers all areas of your network, providing an end-to-end view of your IT Infrastructure.

Gain total IT support and management for a fixed monthly price – it's that simple!





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Depending on your organization's needs, we offer 4 levels of service:

SERVICES PROVIDED	BRONZE	SILVER	GOLD	PLATINUM
MAINTENANCE				
Minor Software/OS Upgrades Reviews	•		•	•
Software/OS Patching Reviews	•		•	•
MONITORING				
Coverage Hours: 24/7/365 (Inc. Holidays)		•	•	•
Network Hardware Monitoring		•	•	•
Email Alerts & Notifications		•	•	•
Service Provider Circuit Monitoring		•	•	•
Access to Service Portal		•	•	•
Automated Ticket Creation & Escalation			•	•
MANAGEMENT				
Coverage Hours: 24/7/365 (Inc. Holidays)				•
Coverage Hours: 8am-5pm Mon-Fri (Exc. Holidays)	•		•	
Onsite Break - Fix Support	•			•
Remote Break - Fix Support	•		•	•
Initiate Carrier Support			•	•
Remote Moves, Adds, Changes			•	•
REPORTING				
Access to Portal Dashboards and Reports		•	•	•
Network Status		•	•	•
Quarterly Performance Reports		•	•	•
Trouble Ticket Summary	•		•	•
Software / OS Upgrade Recommendations	•		•	•
Quarterly Device Analysis Reports	•		•	•

