

# Consortio SERVICES

PROFESSIONAL  
ACCOUNTABLE  
RESPONSIVE  
SECURE

Consortio Services provides managed services to your company in order to free-up your time and increase your team's productivity. We worry about your technology infrastructure so you can give your full effort toward your organization's core competencies. Use our technology experts as an extension of your own staff as you concentrate on making your business successful. When we enter into a partnership, our flat-rate fee structure means you won't pay more when you really need the help.

We offer recognized experts in the industry on Microsoft technology. From Windows desktops, servers, and networks to complex SQL Server databases we have you covered with the experts who wrote the books. If you have worked with technology consultants before, you may have been left with the feeling that you could have worked with someone who understood your business better.

Our flexible model is not your typical consultants for hire. We can do short consulting projects, but we would much rather partner with your company to understand how you use technology. We do this through a long-term partnership and full visibility into your environment through our custom monitoring platform. We will constantly monitor your infrastructure and act on any issues, even before your employees notice a problem.

When a consultant charges by the hour, you may question their motivation to get your problem solved quickly. When you pay us, it's the same amount whether you are running smoothly or have a catastrophic failure. Our motivation to keep your systems working well is obvious; if you're losing money, we're losing money. We want to keep you happy and keep your IT humming along so we are free to assist in other strategic areas of technology to help you grow.

Consortio Services is a member of  
the Microsoft Partner Program

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We Are Your Partners in **IT**



# Technology at work for you

## CONNECTING YOUR BUSINESS TO THE TECHNOLOGY RESOURCES YOU NEED

Consortio Services provides all-inclusive computer support to our clients. We understand that you need your technology to work and that you appreciate having the right resources available via phone, email, web, and face-to-face, whenever you need them.

Compare us to hiring an hourly consultant or even a full-time employee and you will find that we are more affordable!

Our service is a monthly computer support model that encourages us to create and manage a stable, secure and ever-improving network environment for our customers. To do that, we blend a healthy dose of proactive and preventative maintenance, with a 24x7 help desk and onsite support as needed. What's more, we provide all of this for one monthly fee.



### Preventative Maintenance

We will keep a watchful eye on your systems and do our best to prevent problems from occurring. We keep you up to date on service packs, patches, anti-virus, anti-malware, backups, and everything else your systems need. We stop problems before they happen.

### ALL INCLUSIVE SUPPORT SOLUTION

- SYSTEM BACKUPS
- SERVER AND CLIENT PATCHES
- ANTI-VIRUS MANAGEMENT
- ACTIVE DIRECTORY
- EXCHANGE ADMINISTRATION
- SECURITY MANAGEMENT
- HARDWARE PROCUREMENT
- COMPUTER BUILDS
- SOFTWARE INSTALLATION
- NETWORKING SUPPORT
- SYSTEMS MONITORING AND ALERTING
- AND MUCH MORE...

# flexible solutions for your business needs

YOU WILL NEVER HEAR US SAY, "WE DON'T DO THAT".

## OUR SUPPORT MODEL

### 24x7 Helpdesk

We don't take vacations or get sick like fulltime employees; we are there when you need us 24 hours a day 7 days a week. Just pick up the phone....help is just a call away.

### Remote Support

As long as you are connected to the Internet, we can connect to your environment remotely and start fixing problems right away. No waiting for hours while the computer guy drives to the office. Faster response from us means less down time for you and your business.

### Onsite Support

Whether an issues requires it or you just want someone to talk to face-to-face, we can always have a real live person onsite to help you. Whether it's an upgrade, problem, or a user just needs some help with Microsoft Office, we can be there to help. Again, this is all part of our service and you won't be charged extra for onsite support.

## ENTERPRISE MANAGEMENT SERVICES

Your may not be a large multi-national enterprise but that's no reason you shouldn't have the same support as one. The insight we have gained from experience with



the implementation and delivery of these services in our past positions at Fortune 500 companies allow us to set up a method of technology operations management that allows us to deliver better uptime and better troubleshooting, similar to the support afforded to the largest companies.

We want to bring the edge enjoyed by big business IT to your business. Minimal downtime and a high-level of support are our goals. When you need someone to lean on, we will be quick to respond with the knowledge and understanding of how your business uses its technology.



### Planning

We want you to succeed and in order to do that you need to plan for the future. We will help you make strategic and tactical decisions about your IT systems to make sure that you are ready for anything that may come. We want to make sure that your technology doesn't hold your business back.



### Monthly Reporting

We provide monthly status on your systems. What went wrong, what we did to keep you running, patches, helpdesk tickets logged, you name it. We want to make sure that you know everything about your systems and the services we are providing to keep those systems up and running.

