Rolle IT
User Focused | Value Driven

Managed Service Provider

IT Challenges

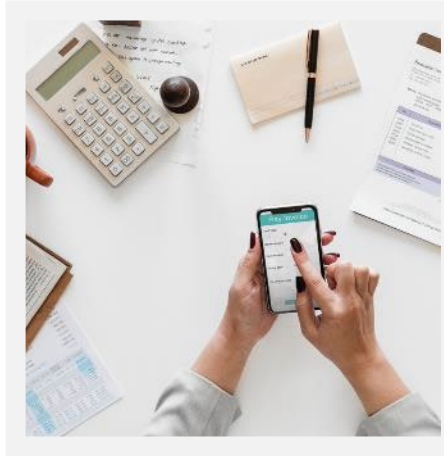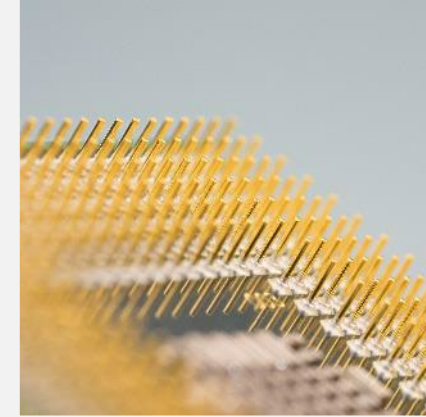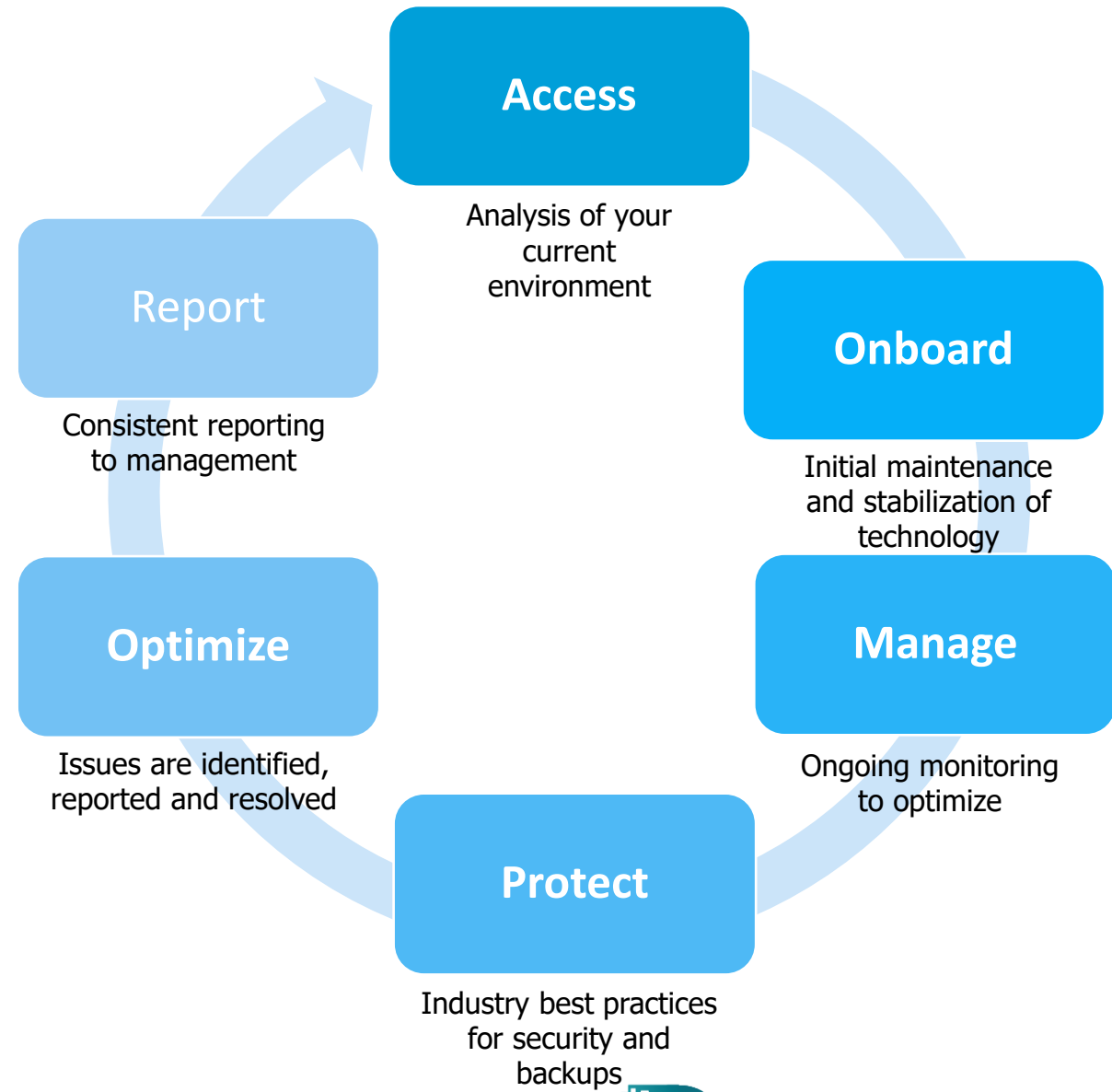| Downtime	Costs	Risk	Exposure	Strategic Issues
Unpredictable and costly. Staff and corporate productivity are impacted when systems are not functioning properly.	The amount of IT costs can be irregular and ongoing.	Risking your security or data loss/theft can be discomforting.	Compliance uncertainties and the interruption of vital IT services.	Lack of accountability of problems and lack of optimization.

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IT Solutions

Lifecycle Management

Access

Analysis of your current environment

Onboard

Initial maintenance and stabilization of technology

Manage

Ongoing monitoring to optimize

Protect

Industry best practices for security and backups

Optimize

Issues are identified, reported and resolved

Report

Consistent reporting to management

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Our Services

Flexible Managed Service Provider Solutions to Meet Your Needs

A la Carte	Proactive	ProDesk

• Individual IT services that target a specific need, allowing you to select only the services you require.	• Management plan designed to support key IT systems.
	
	• Delivers value through operational reliability and preventing issues.
		• Fully outsourced solutions, designed to fulfill an organization entire IT requirements.
		
		  • Help Desk
		  • Antivirus
		  • Mail Filtering
		  • Backup
		  • Remote Desktop
		  • Patch Management

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A la Carte Support

Customized Menu of Services

À la carte Options	Description
IT Support Essentials	Having trouble keeping track of you IT assets? Wish you had a better way to get faster support? This is the answer for you.
Professional Monitoring	There is no better way to know what is going on in your IT environment and therefore, no better way to speed up recovery when an issue occurs.
Patch Management	Never worry about having your patches up to date again. Let the experts ensure that your windows and non-windows patches are at a secure level.
Managed Anti-virus	Total desktop security solution including Anti-Virus, Anti-Malware, Hosted Intrusion Protection.
Managed Anti-spam	80% of all virus are delivered via email. This service offers perimeter protection preventing unwanted email and spam from reaching your network or users.
Managed Backup	Ensure business continuity through scheduled back-up of critical data and restoration in the event of data loss. Apply industry best-practices for the protection of your data against loss through regular on-site backup.
Managed Replication	Moving your data offsite daily provides an additional layer of protection in the event of a disaster at your site. Critical data and restore information is housed in our secure data center.
Managed Compliance Reporting	Meet regulatory compliance requirements for less than your phone bill each month. Being prepared for the audit is much cheaper than paying for it.

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info@Rolleit.com

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Proactive IT Support

Standard level of maintenance, security and monitoring

Program Elements	Included Services
Proactive Server	Advanced Performance Monitoring Key Application Maintenance OS Patch Management Scheduled Preventative Maintenance
Proactive Workstation	OS Patch Management Scheduled Preventative Maintenance Availability Monitoring
Proactive Backup	Backup Deployment & Configuration Backup Performance Monitoring Backup Software Updates Scheduled Backup Jobs
Proactive Support	1 hour of monthly support per 10 users
Proactive Security	Anti-Virus Monitoring & Management Anti-Spam Monitoring & Management
Web Filtering	Website Filtering

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ProDesk

Premium Level of IT Managed Support, Security, Maintenance and Monitoring

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Program Elements	Included Services
Managed Server	Advanced Performance Monitoring Configuration Management Key Application Maintenance OS Patch Management Real Time Server Optimization Scheduled Preventative Maintenance
Managed Workstation	Advanced Performance Monitoring Configuration Management & Enforcement OS Patch Management Real Time Workstation Optimization Scheduled Preventative Maintenance
Managed Network	Firewall Management & Maintenance Router Monitoring Switch Monitoring
Managed Security	Anti-Virus Monitoring Hosted Anti-Spam Integrated Anti-Virus Management Regular Vulnerability Scanning
Managed Backup	Backup Deployment & Configuration Backup Performance Monitoring Scheduled Backup Jobs Offsite Data Center Replication
Managed Support	Monthly Network Health Review Unlimited Network, End-user & Network Support

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Schedule your complementary consultation at
Rolleit.com

3700 N Harbor City Blvd
Suite 2D
Melbourne, FL 32935
1-321-872-7576

http://www.rolleit.com/