FLEX

Improve Productivity
Mitigate Risk
Reduce Cost

Whether fully supporting your technology environment or supplementing your internal IT staff, FLEX is your enterprise IT solution.

Benefits of FLEX Managed IT Services

Broad Expertise and Capacity

Readiness to Respond

Supplemental Staffing

Predictable Budget

Enhance Security

Reduce Downtime

Assure Compliance

Talent

Our technicians and engineers are trained and certified on the latest technologies, so they are qualified and ready to provide your organization with great service and support.

Ever Watching

Our Remote Monitoring and Management team watches and keeps your devices up to date. Technicians monitor through alerts and reporting to proactively remediate issues before they impact your organization.

Responsive

Technicians and engineers staff our Remote Support Center, each ready to address your issues and requests.

Ready to Go

Our service team is ready when on-site work is needed. On-site staff augmentation is also available.

Average resolution of your issues and requests by our Remote Support Center without escalation tops 91% - saving your time and money

free up resources to focus on your business

CALL FOR A FREE CONSULT

FLEX
MANAGED SERVICES

Top-level services at a predictable price.
Built to fit your organization as it matures and thrives.

1 FLEX ESSENTIALS
24 x 7 Device Monitoring
AME Service Toolset
Inventory Reporting

2 FLEX CORE SECURITY
Managed Endpoint Detection and Response (EDR) (Next Gen AV)
Managed WIndows Operating System (OS) and APP Security Patching
DNS Filtering
Basic Security Scan

3 FLEX CORE CONSULTING
Detailed Reporting
Strategic Business Review
Recommendations
3 to 5-year Business IT Roadmap
Change Management

4 FLEX OPERATIONAL SUPPORT CENTER
Remote Proactive and Reactive Support
Client Portal
Defined Escalation Process

5 ONSITE SUPORT
Staff deployed to survey, install, troubleshoot, repair
Labor, Travel, Support Included

OTHER FLEX SERVICE
After-hours Support
Staf f Augmentation
Project Management
Custom Repair Services