

360 Support

Complete IT Support



Coretelligent's 360 Support provides complete, end-to-end IT support 24 hours a day, 365 days a year. Organizations benefit with a highly responsive and communicative team of technical experts at their service for a personalized customer experience. Our dedicated experts are proactive problem solvers who can design, implement and manage complex IT infrastructures, providing only practical technology solutions that enable companies to flawlessly perform and stay competitive. 360 Support is completely customizable to meet the needs of any organization – whether large or small, sophisticated or basic – and it's available for complete IT outsourcing, or for added bench strength to an organization's existing resources.

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How It Works

360 Support is a suite of support, monitoring and management solutions designed to secure and enhance an organization's IT operations for optimal business performance. With remote and onsite technical support services, organizations are fully covered – from end-user support and trouble ticket tracking to infrastructure maintenance, monitoring, security and more.

360 Support is powered by Coretelligent's remote management and monitoring system (RMM), which proactively monitors critical infrastructure around the clock. The monitoring system is configured with specific templates for various hardware and software packages, enabling granular monitoring, alerts and escalations to proactively notify Coretelligent of potential issues.

This enables Coretelligent's engineers to immediately go to work investigating, identifying and remediating issues when they're alerted to a potential problem. They're committed to bringing every support request to prompt resolution, while delivering a superlative customer experience.

Key Services

- 24/7/365 critical infrastructure monitoring and management
- Onsite and remote support
- Customized IT roadmap with ongoing strategic recommendations to stay ahead of the competition
- Total infrastructure security and data protection
- Holistic end-user and infrastructure support
- Comprehensive project management
- Complete infrastructure maintenance

IT operations are the backbone of any business.

Becoming an IT expert, however, shouldn't be an organization's mission. In today's competitive business environment, it's critical that organizations have an IT solutions provider that can design and support the right technology infrastructure as they grow.

360 Support provides complete IT support - 24 hours a day, 365 days a year.





To learn more or for additional information on 360 Support,

please visit www.coretelligent.com or call 855.841.5888.

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About Coretelligent

CORETELLIGENT IS THE IT SUPPORT AND PRIVATE CLOUD SERVICE PROVIDER OF CHOICE FOR SMALL AND MIDSIZED BUSINESSES. FOUNDED IN 2006 AND LED BY WORLD-CLASS EXPERTS, CORETELLIGENT'S FOUR KEY SERVICES – 360 SUPPORT, CORECLOUD, COREBDR AND MANAGED IT – ARE RELIED ON BY TOP-TIER ORGANIZATIONS IN THE COMMUNICATIONS, EDUCATION, FINANCIAL SERVICES, LIFE SCIENCES, RETAIL AND TECHNOLOGY INDUSTRIES AMONG OTHERS. CORETELLIGENT AND ITS TEAM ARE RECOGNIZED AS LEADERS BY THE BOSTON BUSINESS JOURNAL, CRN, INC., MSPMENTOR, THE U.S. CHAMBER OF COMMERCE AND OTHERS. IT IS HEADQUARTERED IN NEEDHAM, MASS., WITH OFFICES IN NEW YORK CITY, PHILADELPHIA AND THE SAN FRANCISCO BAY AREA. FOR MORE INFORMATION ABOUT CORETELLIGENT, PLEASE VISIT WWW.CORETELLIGENT.COM.

