

# 360 SUPPORT

Complete IT Support



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 notify Coretelligent of potential issues.

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



## HOW IT WORKS

Support is completely customizable to meet the needs of any organization – whether large or small, sophisticated or basic – and it is available for complete IT outsourcing or for added bench strength to an organization's existing resources.

## BENEFITS

**Security Operations Center (SOC):** watches over your infrastructure in real time, all the time.

**Customized IT Roadmap:** with ongoing strategic recommendations to stay ahead of the competition.

## 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



## 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.

To learn more or for additional information on 360 Support, please visit [www.coretelligent.com](http://www.coretelligent.com) or call 855.841.5888.

### TOLL FREE

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### About Coretelligent

Coretelligent is the IT support and private cloud service provider of choice for small and mid-sized businesses nationwide. Led by world-class technology experts, Coretelligent offers four best-in-class services covering the full range of technology needs: 360 Support, CoreCloud, CoreBDR, and CoreArmor. Top-tier organizations in the financial services, life sciences, technology, legal, and professional services sectors rely on Coretelligent to help maximize their technology return on investment. Founded in 2006, the company has offices in Massachusetts, Maine, New York, Connecticut, Georgia, and California.