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

24X7 REMOTE SUPPORT
WHITE GLOVE ONSITE SUPPORT
TELEPHONY /MOBILITY
CLOUD MANAGEMENT
IT SECURITY
360 SUPPORT

coretelligent
THE POWER OF IT

END-TO-END IT SUPPORT 24 HOURS A DAY, 365 DAYS A YEAR

Organizations beneft 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 or call 855.841.5888.

TOLL FREE

1.855.841.5888

BOSTON

Corporate Headquarters
197 First Ave, Suite 360
Needham, MA 02494
phone 781.247.4900
fax 781.634.0542

MAINE

8 Science Park Road
Suite 201
Scarborough, ME 04074

NEW YORK

750 Third Avenue, 9th Floor
New York, NY 10017
phone 646.693.6100

SAN FRANCISCO BAY AREA

800 West El Camino Real
Suite 180
Mountain View, CA 94040
phone 650.837.0700

ATLANTA

3090 Premier Pkwy, Suite 300
Duluth, GA 30019
phone 678.730.0345

STAMFORD

1150 Summer Street, First Floor
Stamford, CT 06905
phone 203.936.7848

About Coretelligent

As a leading provider of comprehensive managed IT, cybersecurity, digital transformation, DevOps, IT strategy, and more, Coretelligent enables organizations to seamlessly power and grow their businesses. Founded in 2006 and led by world-class technology experts, Coretelligent's core services are utilized by top-tier organizations in the financial services, life sciences, legal, and technology industries, among others. Coretelligent's headquarters is in Needham, MA, with strategic offices located in New York City, Atlanta, Stamford, Scarborough, and the San Francisco Bay area; with expanded support locations in Dallas, Los Angeles, Philadelphia, Tampa, Washington, DC, and West Palm Beach.