



Why SSE Managed IT Services?

Feel completely secure with comprehensive network management

Feel confident with comprehensive management of all servers and desktops, including proactive monitoring, data backups, and software security updates. In addition, we provide complete management of hardware warranties, age of equipment, operating systems, licenses, email backups, firewalls, antivirus/malware protection, Internet, connectivity and third party vendors. Applying industry best practice standards, systems administration and routine maintenance is performed to ensure that your network infrastructure and IT systems are maintained optimally for operational efficiency.

Enjoy peace of mind with unlimited IT support

With unlimited IT support you can rest assured that all aspects of your IT needs are completely covered for your business. If any type of issue arises, help is a simple phone call or email away. Whether remote or onsite support is required, our team of experts is available at your fingertips as often as needed. In addition, our unique software allows users to submit support tickets and track progress on resolution.

Control costs with fixed, predictable pricing

With an unlimited IT support plan offered at a fixed monthly price, you'll be better equipped to manage your IT budget with predictable pricing. With a managed services plan as opposed to hourly support packages as needed, you'll be able to control your costs in the event of a major issue or disaster that could require overages and add-ons to an hourly plan.

Prepare for your future with strategic planning and budgeting

You'll have tri-annual business review meetings and annual budgeting meetings to address future IT needs and ensure your technology is aligned with your business goals and prepared for growth. In addition, we'll review all previous support activities with you in order to identify trends and make any necessary adjustments to the plan.

Prevent productivity problems by preventing computer downtime

With proactive monitoring of your IT systems and automatic testing of over 450 proprietary threshold alerts, many computer problems can be detected and resolved BEFORE they even become an issue to your employees. Rather than relying on a break/fix method, proactive monitoring will result in more continuous uptime for your daily business operations.

Gain the expertise and extensive experience of a full IT team

Gain the combined expertise and experience of a full IT support team including network engineers, help desk technicians and a virtual CIO to provide strategy and budget consulting. Our policy is to provide top-quality support at all levels, with our network engineers averaging 10+ years' experience and our help desk technicians averaging 6 – 8 years' experience. Rather than simply relying on a one-man team and limited skillset, with an outsourced IT team you can be assured you'll be provided the right type of resource at the moment you need it, whether remote or onsite support is required.

Increase operational efficiencies with remote management of IT systems

The ability to remotely manage all servers and PCs provides a fast response, increasing operational efficiencies of your IT systems. Approximately 80% of computer issues can be monitored and fixed with real-time remote remediation, allowing for minimal disruption to your daily operations.

Know the state of your business with real-time reporting

With a complete issue tracking system, each issue is recorded and collated with the final resolution both by computer and user. Run real-time reports from our web portal in seconds to see the state of current actions in progress. Additionally, as issues are resolved, the submitting user receives an email survey with an opportunity to rate their satisfaction with the results.