

IT Solutions

Docutek's IT Services Group manages computer networks for US based small and mid-sized businesses. We provide comprehensive, flat-fee network management solutions designed to improve network performance and reliability, while reducing operating costs.

Docutek Managed Service Platform For a flat, monthly recurring fee, Docutek's MSP suite of products is the answer to your everyday computer and network problems. MSP agreements provide 24/7 infrastructure monitoring and problem resolution, end-user helpdesk support, and disaster remediation services. At Docutek, technical support isn't all about responding to emergencies. Our MSP plans aim to optimize your network and prevent problems before they occur. But when problems do occur, Docutek's MSP plan offers unlimited service and support calls to keep your network performing. Features Include:

- Proactive Monitoring of EVERYTHING on your network. Our service can inform Docutek of system problems BEFORE you even know about them! We are instantly alerted if something goes wrong with your system!
- Optional Automated Nightly Backups on ALL of your computers and server to Docutek's Network Operations Center with the ability to easily push Restores back to you over the Internet!
- Automatic Security Patching on ALL of your networked system. No more Windows Updates, we will manage everything! Keep your computer protected against the latest threats!
- Automatic Spyware Monitoring & Removal! We will automatically monitor and protect your PC from annoying POP-UPS and other related Security Threats!
- Automatic Anti-Virus Monitoring for every computer with antivirus software installed. No more wondering if you are protected. Our system will manage and monitor your anti-virus definitions to make sure you have the latest protection.
- Instant Ability for Docutek's Staff of Engineers to remote control your PC for Instant Access to a Support Rep! No more waiting for service calls
- Built-In Ticketing System that will allow you to create, manage, and track problems for individual computers or your entire network.
- Monthly Reports emailed to you containing the following: Assets and Inventory Reports, Network Health/Status, Compliance Reports, and MORE!
- Direct, Private Support Phone Number for Instant Access to Support Personal and the ability to self-generate service tickets by your own employees via the web! No more having to "force" a specific person at your company to be the in-house IT person! Focus on your work, NOT IT Problems!

Network Projects & On Call Support. Our fully certified IT Professional Services division manages all areas of network support on an as-needed basis. Let our experts handle any aspects of your network from one time network assessments to complete network upgrades.

With hundreds of network servers and thousands of desktops under our support umbrella, we have the experience and infrastructure to support your needs.