



NETWORK SUPPORT

Keep Your Network Running Like a Fine-Tuned Engine

Sooner or later, computers and servers break down. Often at the worst possible moment. PlanetMagpie's On-Call Network Support is there for you when that happens, 24/7.

PlanetMagpie has supported small and mid-market companies with their IT issues since 1998. While many customers opt for preventative maintenance under a Service Level Agreement, others prefer to use our support services on an On-Call basis. Either way you get fast, reliable service from our expert engineers, so you'll be back to work in no time.

On-Call Network Support

Network/email troubleshooting
Network wiring
Workstation repairs/upgrade
Internet connectivity issues
Disaster recovery

Preventative Maintenance

Service Level Agreements
Smartphone network integration
Software training
Server updates/support
Software/hardware upgrades
Remote network management
New workstation setup
Spyware and virus protection
Microsoft product licensing/support
Backup maintenance

WHY PARTNER WITH PLANETMAGPIE FOR SUPPORT?

- » Our 12 years of experience in a multitude of IT environments. We've seen just about everything, and can diagnose and fix your IT issue quickly.
- » With PlanetMagpie you get access to top-level Microsoft support resources. These are only available to Gold Partners and their support clients.
- » When a new network solution or major upgrade is in order, look no further. The senior network engineers in our IT Consulting Division can architect a custom solution and implement it.
- » Our Online Support Ticketing System assures a prompt response. Along with email updates until your issue is resolved.
- » PlanetMagpie offers Service Level Agreements (SLAs) – monthly contracts that reserve time for an engineer to perform preventative maintenance and remote/on-site troubleshooting. Offered at reduced hourly rates, SLAs are an effective way to reduce your IT overhead.
- » Like our loyal mascot Magpie, we never give up. If you have to be up and running by Monday morning, we will do everything in our power to get you up and running by Monday morning.

CERTIFICATIONS & PARTNERS

Microsoft
GOLD CERTIFIED
Partner

Microsoft
Small Business
Specialist



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