



Find out how **IT** should be!

**Covid-19 has put an indelible mark on us all and will have long term affects on your business.**

Your focus needs to be on your team and your guests. You will need to connect people, systems, and operations in new ways. We provide IT solutions for businesses of all sizes in every industry so you can stay up and running.

Regardless of where, when, or what, work needs to get done, we're here to help.

Let's move forward together.

### **Managed IT Support and Services**

Managing all the products and service needed to keep your business running can be a challenge. We have a simple answer. Let us manage them for you! Our managed services portfolio allows you to tell us what you need, when you need it, and our team handles the rest.

### **Benefits of partnering with us.**

- Reduction in down time and IT related problems
- Ensure Business Continuity
- Reduction in operational risks
- Streamline processes
- Ensure Business Growth
- Specialized in Hospitality and Tourism, Financial Planning and Insurance, Customer Service, Sales and POS systems.
- Experienced professionals
- Increased purchasing power through our direct vendor relationships.
- Best of breed applications and services.
- We partner with the best to give you the reliability your business needs.

# Duzenberry Consulting



**Managed IT Support & Solutions**

Contact [Chris@Duzenberry.com](mailto:Chris@Duzenberry.com) or

**(604)595-1438 x101**

[www.Duzenberry.com](http://www.Duzenberry.com)

IT solutions that work for your business.

FLEXIBLE ADAPTABLE PLANS - THERE WHEN YOU NEED IT.

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## Flexible solutions for your business needs

**BC Hotel Association special member only proposed solution: Fully Managed Premium IT services package through Duzenberry Consulting**

### Packaged Services Included

- Unlimited regular business hour phone and remote support through our managed helpdesk.
- Onsite or remote meeting monthly for virtual CIO and CTO discussions.
- Online and phone resource for miscellaneous day to day technology issues through our helpdesk email, web portal login or by phone. After normal business hours and emergency down system support also available.
- Equipment purchasing. We have agreements in place with many suppliers and have arranged preferred pricing for our clients. We pass these savings along to our clients.
- Automated Workstation Maintenance and Management.
- Workstation Monitoring – predictive and proactive service
- EDR (Endpoint Detection and Response) package – A mixture of Antivirus, Malware and spyware software along with security monitoring advanced detection and compliance administration
- Automated maintenance and administration routines to keep that computer working perfectly
- Automated Software Update Delivery and Monitoring.
- Hardware asset tracking, and physical inventory
- System Software Inventory
- Event Log Monitoring and Automated Repairs
- Microsoft 365 or G-suite Business Premium software subscriptions with direct support and administration
- Enterprise grade File Sync and Share solution that can replace your inhouse file server with unlimited data storage per user – your data lives in a Canadian Data center. You control access to the files once shared.
- Cloud continuity and Disaster recovery backup software for each workstation.
- Onsite servers. No problem. Our team has over 25 years experience and would be happy to take care of your systems.
- Local printer and scanner administration and basic support.
- Local LAN network administration and compliance tracking. IOT appliance monitoring available but additional charges may apply.
- VOIP or Digital phone system administration.
- Management of Domain names, web hosting, website security and administration.
- Other services available. Let us put together a package for you.

**Monthly all inclusive packages starting at \$240.00 per office/computer user**  
(over \$60.00 per user savings)

*No additional billable time required. No Setup or transition fees on a 2 year term.*

Let us manage those IT issues so you can focus on what counts. Your business!

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