



# Computer & Network Support

## Explore what makes Bleuwire™ Managed Services stand out from the crowd.

### Trust Bleuwire™ to Keep Your Phones Ringing

What makes Bleuwire™ Managed Services the choice of small and medium business across industries? Here are a few of the reasons.

#### ► Benefits

#### ► We Pass the “Get It” Test

We'll instill confidence in you that we know our business, and that we know yours, too. You'll see that even before we start work, throughout your vendor selection process. More than that, once we get started you'll see how deeply we explore your business and your technology so that we fully understand the complexity and nuances of your challenges.

#### ► We Pass the Trust Test

Trust is earned over time. We start earning it from day one. Look to our references to see how well and how broadly we provide value to our clients. Look to our certifications and accreditations, and probe us personally to find out about our values, and about the policies we use to instill those values in everyone on the Bleuwire™ team.

- ✓ Accredited Managed Services Provider
- ✓ State-of-the-art Operations Center with Cutting Edge Technology
- ✓ 24x7x365 Remote Help Desk and On-site Support
- ✓ 24x7x365 Real-Time Network Monitoring
- ✓ Experienced, Certified Technicians and Engineers
- ✓ Dedicated Account Managers
- ✓ Predictable Monthly Cost, Scalable Level of Service
- ✓ Remote Resolution of Issues more than 90% of the Time
- ✓ Easy to Understand Graphical Reporting of Performance



## ▶ We Build Breakwaters While the Sun Shines

Bleuwire™ proactively monitors your IT to ensure that problems are prevented before they occur. We make sure your firewalls are in place and your systems are safe. We deploy a solid disaster recovery strategy in place. And it's not just technical issues that we manage. We proactively track licenses and warranties to ensure your investments are protected.

## ▶ Anytime Support

We're available all the time to help you with any question or issue. We offer Remote Desktop control, telephone support, and on-site service and support. We'll use the method that provides the quickest resolution to your issue.

## ▶ We Can't Be Too Careful

You'll see how meticulous we are from the start. That begins with the thoroughness and accuracy of all our documentation, specifications and standards. That includes triple-checking to ensure that we meet all applicable technical standards and best practices. It reaches out to you as well, in the thorough and methodical training we provide your technologists and your end-users.

## ▶ We Line Right Up With You

Our business interests and yours run together. That's our promise to you - and we back up that promise with a stringent SLA. Most of our services and SLAs have tiered levels, so that you can find the right mix of task, talent and cost to meet your needs and your budget.

## ▶ About Bleuwire™

At Bleuwire™, we don't think you should have to pay for services you don't need. That's why we offer a boutique approach to IT management so that you can select only the services that will benefit your company. The choice is yours.

## Powered by the Best in the Business



## Services

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Backup and Disaster Recovery

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Business Technology Assessments

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By-the-Block Hours

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Cabling

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Hosted Applications and Servers

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Cloud Services

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Exchange Online

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Hourly and Prepaid IT Support Services

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Managed IT Services

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Office 365 Hosting and Cloud Management

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Server Network Upgrades

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Website Development and Marketing



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