



## What Makes Us Different

### Characteristics of Bleuwire™

When you partner with a Managed Services Provider, you begin a relationship made up of equal parts technology and trust. The technology can be specified, but the trust has to be earned.

Here are some of the ways Bleuwire™ does that.





## ► Expertise

### Certified to Satisfy

Our experienced and expert technicians, architects and engineers are certified across all major systems—hardware and software. They're on top of the latest innovations, in touch with the right knowledge sources, and work with those technologies every single day.

## ► Scope of Services

### Every Corner of Your Infrastructure

Bleuwire™ provides ground-floor consulting, strategy and IT architectural services. We'll take responsibility for some or all of your IT assets, including license optimization, maintenance and upgrade, monitoring and more. We'll host your network, defend your security, build and augment your applications, and more.

## ► Client Care

### Whatever You Need, Whenever You Need It

First-quality service is evident in every aspect of our work with you—and especially in our Help Desk and support services. We handle every level of support, every second of the day. That includes everything from simple password resets to Level 3 support issues.

## ► Account Management

### Working Side by Side

A key part of our relationship with you is our account management team. You'll have an Account Manager permanently assigned to you. Your account manager will get to know you, your systems, processes, culture and—most importantly—your people.





## ► Highlights of Bleuwire™ Services

### Remote Help Desk and Onsite Support

- Most issues can be handled remotely. If you need us onsite for any reason, we'll be there.

### Easy-to-Understand Performance Reports

- Reports don't help if you can't understand them. We transform the huge amount of data we receive about your operation into straightforward, graphical reports you can plan on.

### Malware Prevention

- Threats are everywhere. We establish an ironclad wall of protection against any threat, anytime. And it's backed up by an equally tough Service Level Agreement.

### Desktop Security and Performance Monitoring

- Ensure your desktops are running properly, and that they're only used by authorized people. We'll keep an eye on every machine for performance and authorized use.

### Proactive Monitoring and Management

- Spot and stop problems before they occur. Our round-the-clock monitoring ensures peak performance. And we're continually checking to ensure your systems and software are always up to date.

### Predictable Monthly Cost, Scalable Level of Service

- Know what you're spending and why. Our flat fee gives you a simple, stable way to budget IT operational expenses. And whether you add or contract services, you always know the impact.

### Broad Range of Service Level Agreements

- The performance of every aspect of your infrastructure—network, telephony, desktops and the rest—is guaranteed by our flexible SLAs.



## ► About Bleuwire™

Located in Miami, Florida, Bleuwire strives to provide customer-first solutions that minimize the headaches you get from managing your IT and improve the way you use technology. As your local technology provider, we get to know our customers on a personal level, and your problems become our problems. That's why we implement the bleucare difference in every service we provide.

What's the bleucare difference? It's our guarantee that we work harder to exceed your expectations because we care about our customers and genuinely want to resolve your IT challenges with the best solutions possible. As your technology expert and partner, we manage and maintain your IT infrastructure even after solutions have been deployed. Don't let your IT challenges overwhelm you; we're a quick phone call away.

### Powered by the Best in the Business



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8567 Coralway #465 Miami, FL 33155 | (888) 509-0075 | [bleuwire.com](http://bleuwire.com)