planetmagpie
IT SUPPORT SERVICES

In today's competitive market, *uptime is everything.*

How much productivity does your company lose when your network is down? Have you ever calculated what a single hour of your entire staff's time means to your bottom line? Lost productivity comes at a price. So how do you achieve maximum uptime? **With PlanetMagpie.**

Proactive IT Support Plan
Server, network, and workstation monitoring with proactive security updates, server maintenance and on-call desktop support.

Essential IT Support Plan
Reserves a set number of hours for you each month. Plans include onsite server maintenance and on-call desktop support.

On-Call Support Services
Gives you access to our entire Support Team on an on-call basis, both onsite and remote.

Why Partner With PlanetMagpie For Support?

Speak to a live person when you call in your support request! Average ticket response time is 15 minutes.

We make regular onsite visits. Face-to-face communication with our customers and physical access to their equipment is the only way to deliver quality IT support.

We are a Microsoft Gold Partner. Our support team is certified in over 13 Microsoft solutions, from cloud solutions to network security to desktop support. With PlanetMagpie, you always have the best qualified support team available.

Our secure private clouds are popular alternatives to Microsoft Office 365, and allow you to host your IT infrastructure with the same company who supports it.

We invest in the U.S. IT workforce. We hire local IT grads and train them up to support America's next generation of businesses.

PlanetMagpie – *A Full Suite of IT Support Services Available 24/7/365*

- Desktop Support for PCs and Macs
- Server Maintenance
- Hardware/Software Upgrades
- Cloud Backups
- Network & Workstation Monitoring
- Malware Protection
- Internet Connectivity Issues
- Emergency IT Support

Support for Microsoft Solutions
- Office 365 Support
- SharePoint Development
- Skype for Business / Teams

Awesome Extras
- Hardware/Software Procurement
- Microsoft Product Licensing
- Network Upgrades
  (WiFi, firewalls, routers, switches)
- Office Relocations
  (IT hardware moves, network cabling)
- Bandwidth Turn-Up Support

Top 5 Benefits of Outsourcing IT Support

- **Reduced Staffing Costs** – No salary, benefits, payroll taxes, insurance, vacation, and training costs/downtime. Fifty users can be supported 24/7 for 50% less than the cost of one full-time network engineer.

- **Expanded Knowledge Base** – Access to an entire team of Microsoft-certified engineers and technicians with a wide range of experience gained in the field.

- **Cybersecurity Focus** – With 4 cybersecurity engineers and the latest network & data security solutions, we work around the clock to protect your business from cyberattack.

- **An Ounce of Prevention** – Is worth more than a pound of cure in IT! Senior engineers setup the maintenance jobs, monitoring, and support schedule for your network and workstations.

- **Vendor Relationships** – Established relationships with top IT hardware/software vendors and product manufacturers mean that your hardware and software are spec'd accurately and arrive on time.

PlanetMagpie is located in the San Francisco Bay Area and Dallas/Fort Worth, and serves businesses across the United States.

FOR MORE INFORMATION:
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PlanetMagpie is a Certified Partner for

Microsoft Partner
Gold Cloud Productivity
Gold Small and Midmarket Cloud Solutions
Gold Application Integration

IBM

JUNIPER NETWORKS

Extreme networks

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solarwinds