



NETWORK SUPPORT

Keep Your Network Running Like a Fine-Tuned Engine

Sooner or later computers, servers, even networks 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

Regular Maintenance

- Service Level Agreements
- Phone/Tablet network integration
- Software training
- Server updates/support
- Software/hardware upgrades
- Remote network management
- New workstation setup
- Spyware and virus protection
- Microsoft product licensing/support
- Back-up maintenance

WHY PARTNER WITH PLANETMAGPIE FOR SUPPORT?

- » Our 15 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. We maintain over 10 Microsoft solution competencies, from server platforms to security. So our clients are never left without the best possible support options.
- » 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 or 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 Partner
Gold Midmarket Solution Provider

Microsoft
Small Business
Specialist



FOR MORE INFORMATION:
sales@planetmagpie.com
1.877.MAGPIE1

PlanetMagpie is located in
the Fremont Tech Center
Fremont, California

