



Managed IT Services for Small and Medium Sized Businesses

You need the same basic information technology that any other organization has, but you want to keep your IT staff levels right where they are. Through a fixed-cost, full-service support model, you can tap a responsive team of experts who share your goals for security, performance, and availability.

A Clear Response to Common Complexity

You know that in order to compete and achieve efficiencies, you need a secure and operational IT environment. But like many others, your company may be stuck between meeting financial targets and having enough skilled IT resources. What's the alternative?

While you might rely on standard network and endpoint hardware and software, finding the talent to successfully support them is not so easy. If you recruit a competent and experienced all-purpose IT manager, they will not be cheap. Try again.

You may hire a third-party service provider rather than go it alone. But are you hitching your wagon to the right horse? Do local service teams have the depth to cover you if their engineer takes a vacation?

affianceSUITE

Get enterprise-quality IT support without the overhead of an IT department. The affianceSUITE solution handles everything from fixing a frozen computer to monitoring your systems to providing email services.

As a subscription-based program, this one-cost, one-stop solution helps you take action and control your variable costs. With unlimited access to our responsive team, you can be confident that your needs are completely taken care of.

Shared Goals Drive Good Partnerships

Since your subscription is a fixed fee, we seek to prevent issues and resolve them as quickly as possible when they do occur—often before you even

know there's a problem. This aggressive, proactive stance improves your environment's performance while reducing the cost to support you. When you win, we win.

With Scantron's proactive monitoring and prompt remote and onsite support, you and your staff get the most out of your IT environment without adding costly resources.

The Total Support Solution

The affianceSUITE service package includes:

- **Initial assessment and documentation**
- **Solution design services**
- **Security administration**
- **Proactive network health monitoring:** keep your infrastructure and workstations running smoothly
- **User account management:** ensure your end users have proper access and rights
- **Hardware and software support:** deliver a reliable network, software, and printing environment for any end users on any device
- **Helpdesk—remote and onsite:** get unlimited, quick access to expert help and escalate to onsite support when needed

We don't stop there. Customized affianceSUITE solutions and enhanced services are also available. Create the support solution you need for productivity, enhanced security and reporting, unified communications, cloud and/or hosted services, and colocation.

Trust your core productivity applications to Scantron as well. Not only are we a Microsoft Gold Certified Partner, but Scantron is also a leading implementer of Microsoft Office 365.



Better Performance, Less Downtime

The first step we always take is to listen and understand your business goals and functional requirements. We audit your existing environment, then build what we learn into a strategic plan for your network.

Prompt and Knowledgeable Service

Anyone you designate can get timely support in multiple ways. Our nationwide service includes 24x7 remote monitoring through our Network Operations Center (NOC). The NOC provides a combination of live answer, emergency call-back services, and service ticketing.

We also support you onsite with company-employed Field Service Technicians who know your environment before they walk in the door. Our strategically-located technicians, on the ground in 45 states, have an industry-leading average of 18 years of technology experience each.

Resource Expertise

You'll never wonder if someone smart and qualified is paying attention. From onboarding to ongoing support, we have the depth and the skills to give you an unbeatable experience. Your affianceSUITE service team includes:

- **Solutions engineering**
- **Project management team**

- **Field Service Technicians**
- **Expert multi-tiered remote service technicians**
- **Client Relationship Manager**

Additional Needs

Some companies need a little more than comprehensive network support. Fortunately, Scantron also has the depth, skills, experience, and relationships to handle it all:

- **Infrastructure design, configuration, and implementation**
- **IT lifecycle services including procurement, maintenance and repair, upgrades, and disposition/disposal**
- **Enhanced security and compliance**
- **Escalated, advanced, and second call support**
- **Managed print services**

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Do you own IT for a bank, credit union, or other financial institution? Scantron offers a suite of services specifically for your needs. Ask your Account Executive or Client Relationship Manager for details.



OPTIMIZE YOUR BUSINESS IT ENVIRONMENT TODAY!

For a free consultation to meet your organization's goals, call **800.228.3628** or visit **www.scantron.com** to learn more.

About Us

Scantron Technology Solutions provides IT services and support you can count on. Our nationwide team of experts provide full-service packages and à la carte options to be your IT team or to support your current staff. Scantron solutions meet you where you are and help you get to where you want to be.