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IT as it Should Be—Completely Managed

Keep your business running at full speed.

For a fixed monthly fee, we assume complete responsibility for the reliable, secure operation of your IT infrastructure. Ideal's Complete Care provides a comprehensive suite of services, including network planning, design, and implementation, user support, and security management. We ensure your employees can do their best work in the office or on the road.

With Complete Care, you'll never see extra charges for on-site support, after-hours emergencies, or system upgrades. If you need help, call us 24x7. We'll answer the phone immediately and have an engineer at your offices in two hours or less if necessary.

Put your IT infrastructure in the hands of trusted experts.

Let trusted experts take IT off your plate and lead technology initiatives.

Count on a predictable IT budget with an affordable fixed monthly cost.

Benefit from the *Ideal's* Technology Platform, a combination of fully vetted technology solutions and configuration best practices that maximize infrastructure performance.

Count on the *Ideal's* Managed Service Standard, a compilation of IT support practices that increase end-user satisfaction while reducing costs.

Handle all technology issues through a single point of contact.

Protect your information assets with security management.

Easily manage growth and geographic expansion.

With fully vetted solutions, adherence to best practices, and proactive monitoring and maintenance, we do more than keep an eye on your network. We manage it.

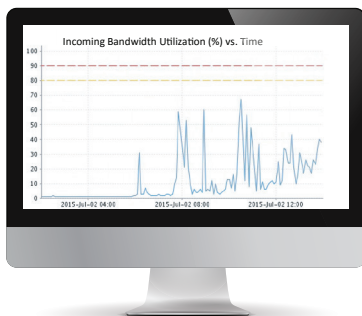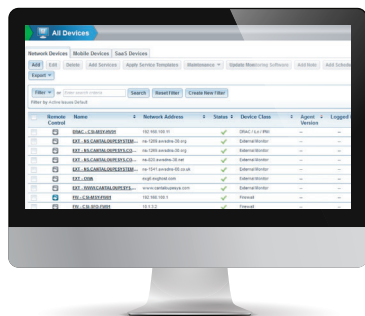## Explore Our Services

IT Roadmap

Complete Care

Managed Mobility

Managed Continuity

Managed Cloud

Advanced Security

1-866-733-3525

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Comprehensive IT services

CIO-Level Consulting

IT Roadmap maintenance

Network design and implementation

Regular IT reports and performance reviews

Proactive Monitoring and Maintenance

Virus, spyware, malware, and spam protection

Mail service status monitoring

Server space and patch management

Server temperature monitoring

UPS management

Internet availability monitoring

Internet traffic filtering

Up to date network documentation

Regular data restoration tests

Unlimited, 24x7 Technical Support

Carefully screened Bay Area staff

24x7 phone and "remote control" support

On-site support as needed

Emergency on-site response in two hours or less

Operating system and hardware upgrades

Employee on boarding and termination

Security Management

Identity management

Funds transfer fraud protections

Security policy template

IT Contract Administration

Hardware and ISP contract renewals

Software license management

Domain name transfers and renewals

Hardware and Software

Hardware and software acquisition

Mobile data, device, and security

Device provisioning

Managed application deployment

Wireless access controls

Laptop and handheld encryption and pins

Data Backup

Customizable backup intervals

Multisite storage options

Data encryption in transit and at rest

Data retention and archiving

Proprietary methodology for auditing backups

"Ideal's flat fee pricing model incents them to keep things running, and their help desk is staffed by an IT support team who can resolve problems rather than just open a ticket."

MANAGER OF INFORMATION SYSTEMS
ENVIRONMENTAL NONPROFIT

Explore Our Services

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