

# Premium Technical Support and Strategy with IT Managed Services



[www.infinityinc.us](http://www.infinityinc.us)



# Premium Technical Support and Strategy with IT Managed Services

In this day and age, every business needs some degree of Information Technology (IT), which means someone has to be responsible for it—setting everything up, protecting, monitoring, and updating. That person or team's role is critical to daily business operations.

They make sure your company's IT network is running smoothly, deal with issues quickly, and ideally, prevent problems from arising. More importantly, they should also use their expertise to help shape the company's strategy for achieving business goals and be involved in budgeting and planning.

Without the proper protection or network troubleshooting skills, your business may be forced to shut down temporarily. And without including an IT professional in company-wide planning, projects can cost more and take longer than they need to, hindering growth and success.

Outsourcing your technical needs to a team of experienced professionals can be a smart choice. Not only does this allow you and your employees to focus on other areas of business, but you can be sure that all of your IT needs are being met by a dedicated team.

## Every Company Can Benefit from Technical Support

Technical support is crucial for keeping your network system running smoothly and operating efficiently on a daily basis. Without a dedicated IT team, your business is likely to suffer from costly downtime and delayed operations in the event of a security breach, a network glitch, or an infrastructure error.

**According to the Information Technology Intelligence Corp. (ITIC), just ONE HOUR of downtime costs data center operators on average \$260,000.**

And results from the ITIC 2018 Global Server Hardware, Server OS Reliability Survey reveal the top 3 causes of downtime as:

**59%**

Human  
Error

**51%**

Security  
Issues



**29%**  
Software  
Bugs/Flaws

Any of these kinds of interruptions will hinder your productivity, can be damaging for staff morale, and will ultimately affect your customers' satisfaction and your bottom line.

If your company relies on its IT network, as so many businesses do, you cannot afford to stop everything to take care of minor technical issues. But even more than that, a true IT managed services provider offers partnership, strategy, and results.



A true IT managed services provider offers partnership, strategy, and results.

Infinity, Inc. has built its reputation of more than 20 years by cultivating exceptional relationships with our clients. What sets us apart from the competition is that we take the time to consult with our clients and get to know them before working together. By taking an informed business-focused approach, we can help you achieve your goals, shifting your business technology from an anchor into an engine.

## Advantages of IT Managed Services

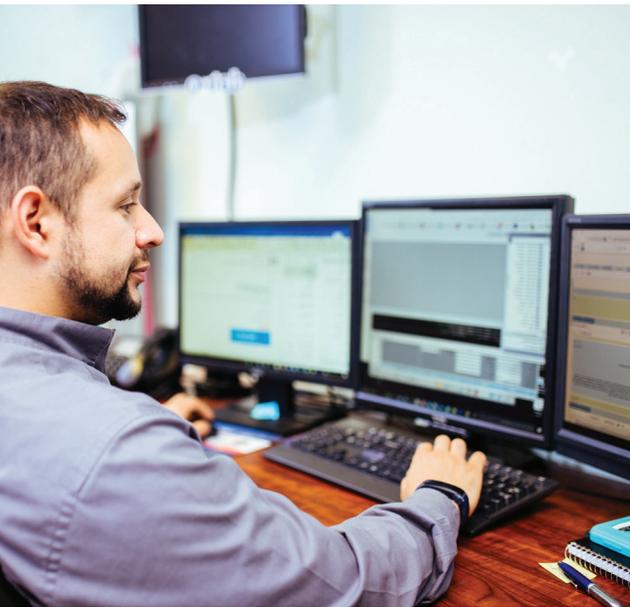
### Cost Effective

Rather than having to seek out individual IT professionals to provide you with separate technical support solutions, having a centralized agency that can handle all of your IT needs is much more predictable and cost effective. We can arrange tailored packages and services

so you will always know what your IT expenses will be. You will also save time and money because you will not have to hire your own IT employees or bear the burden of paying full-time salaries and benefits for IT personnel.

### **Expert Knowledge**

Technical support cannot be provided by just anyone. A certain level of expertise is required to manage information systems effectively and to stay ahead of technological advances. Entrusting your IT services to a professional agency ensures that your network will be handled only by trained and experienced experts who know what to look out for and how to solve issues quickly.



“With your infrastructure run under 24x7x365 surveillance, threats from hackers and malware are significantly reduced.”

### **Boost Productivity**

By having a centralized agency that can run your entire technical support department for you, your production need never be interrupted. Using managed services from a dedicated IT agency means laser focus on our end, freeing up resources on your end. It also means constantly monitoring the performance of your IT network, leaving less room for potential errors. Our IT staff is proficient at catching potential problems before they materialize. With fewer interruptions, your company can keep doing business as usual.

### Save Time

If you or someone within your company is taking on the additional task of providing technical support, this is taking attention away from other important areas. By hiring an IT agency that specializes in managed services, you and your team can focus on growing your business, developing products and services, and ensuring the best possible experience for your customers. Let the professionals handle your IT needs so you can do what you do best.

### Advanced Security

IT agencies are familiar with security safeguards and compliances. A good IT firm will be up to date on current laws and regulations for different network securities so your company will always be compliant. With your infrastructure run under 24x7x365 surveillance, threats from hackers and malware are significantly reduced. That's one less thing you will have to worry about.

### Customized Solutions

Because IT agencies can provide an array of services, your managed services can be tailored to meet your individual needs. As your business grows or your network infrastructure becomes more complex, your IT agency can grow with you and continue providing IT solutions every step of the way.

You can rely on a reputable IT agency to not only protect your network but to help ensure the success of your business. [Consult with the specialists](#) at Infinity, Inc. today to begin the process of implementing a new, streamlined infrastructure or to adjust your current processes to meet the new needs of your growing business.



10 Chatham Center South Dr.  
Suite 300  
Savannah, GA 31405

**912-629-2426**  
[info@infinityinc.us](mailto:info@infinityinc.us)