

# Premium Technical Support with IT Managed Services



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



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Information Technology (IT) support plays an important role in daily business operations. The purpose of technical support is to make sure your company's IT network is running smoothly, to deal with issues quickly, and most importantly, to prevent problems from arising.

Without the proper protection or network troubleshooting skills, your business may be forced to shut down temporarily. Outsourcing your technical support to a team of experienced professionals is 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.

IT managed services include everything from monitoring and maintaining your network system, to improving and adjusting your current network setup. Quality customer service can also be provided around-the-clock.

Infinity, Inc.'s premium technical support saves your company time and increases efficiency. You can have peace-of-mind knowing that our knowledgeable IT experts will take care of your every need and that your IT costs will be controlled so that there won't be any billing surprises.

## 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 a [research report](#) by Ponemon Institute, the average cost of a data center outage steadily rose from \$505,502 in 2010 to \$740,357 in 2016 – a 38% increase.**

According to a [Quorum Disaster Recovery Report](#), the four most common causes of downtime are:

**55%**

Hardware  
Failure

**22%**

Human  
Error



**18%**

Software  
Failure

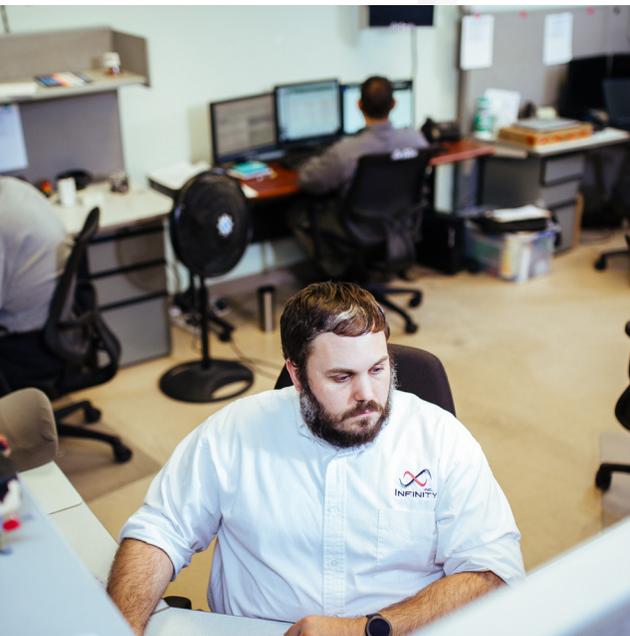
**5%**

Natural  
Disasters

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.

Infinity, Inc. has built its reputation on providing exceptional service for 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 and move toward your vision for the future.



“We can arrange tailored packages and services so you will always know what your IT expenses will be.”

## 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 for IT personnel.

### Expert Knowledge

Technical support cannot be provided by just anyone. A certain level of expertise is required to manage and maintain information systems effectively. 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.



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