EXIGENT

Assurance Managed IT Services

With Exigent, your business enjoys proactive managed IT services that keep your organization running smoothly, with reliable technology solutions that support productivity at a predictable monthly cost. Our goal is a true partnership with integrity.

Benefits of Managed Services

Proactive

We all know what happens when your technology fails. Frustration, wasted time, and disappointed customers—to name a few of the consequences. With Exigent Assurance Managed IT Services, we optimize the investments you've already made into technology and work proactively to resolve IT glitches before they turn into problems.

Predictable

With Assurance Managed Services, we bring predictability to both your budget and your long-term IT plan. While you enjoy an easily budgeted monthly support cost, your dedicated Technical Advisor manages your IT environment, crafting a clear long-term roadmap for improvements and replacements that makes technology affordable and effective.

Responsive

Let's be honest, when your laptop is locked or your cloud backup is offline, there isn't anything more important to you at that moment. We get it. In our nearly 30 years as a services business, we've learned that friendly, responsive service is what makes us stand apart from our competitors. When you submit a ticket—through email, online or with a phone call —we will be there.

Reliable

Partnership means we are there when you need us. We're a reputable, experienced business with deep roots in the communities we serve. We are committed to reliable service, clear communication with our clients and quality across the board. In fact, our average customer has been with us for more than 10 years—evidence of our focus on partnership.

Why The Exigent Method Makes a Difference

As your managed IT services partner, Exigent Technologies becomes your virtual IT department. We can be the single point of contact for tech support or we can collaborate with your existing technology team to fill gaps in manpower or expertise. We will turn your technology into a valuable, trusted toolset that enables a positive user experience internally with your team and externally with your customers—without creating financial chaos.

To achieve that, we follow a proven process called The Exigent Method. Under the strategic guidance of our experienced Technical Advisors, your organization will reap the benefits of pairing quarterly agility with a long-term plan for your IT needs. Our TAs collaborate with your team to craft that unique technology roadmap built on a deep understanding of your operational and business goals. Those efforts are supported with responsive, professional helpdesk services focused on quick resolution of your issues – big or small.

Our Worry-Free Guarantee

As an Exigent Technologies Assurance customer, you can depend on us—that's our promise to you. We're so confident in our team that we offer a 90-day guarantee. If you aren't satisfied with our services in the first three months, you can cancel your contract with no penalty.

Have an IT team but need additional support? *Ask us for information on Augment Co-Managed IT services..*

CONTACT US: **877-EXIGENT**   **EXIGENT.NET**

Select the Right Option for Your Business & Budget

With two levels of support to choose from, we'll provide as much—or as little—oversight of your technology infrastructure and solutions as you need. All Exigent clients enjoy the advantages of the comprehensive managed IT services listed below, with three tiers of support choices to best fit your needs.

Managed IT Services

Select 1 Option from 2 Levels of Support

Complete

Includes unlimited remote and onsite support. 24x7x365 support at no additional cost.

Choose this level if:

- You need or desire a flat IT budget.
- You require a moderate to high level of onsite, hands-on support.
- You often utilize after-hours or

Resolution

Includes unlimited remote support. Onsite visits and after-hours support are billed hourly.

Choose this level if:

- You feel that most support issues can be resolved remotely.
- You are amenable to accelerated hourly billing for after-hours and holiday support.

All Support Levels Include:

Professional Helpdesk
- Intuitive ticketing system and client portal

Server Monitoring & Maintenance
- Server health monitoring
- Event log and critical service monitoring
- Microsoft patch management and installation

Web Content Filtering
- Enforces employee Internet use policies
- Mitigates the risk of ransomware, spyware and malware

Spam Filtering & Email Security
- Email threat protection
- Spam and virus filters
- Email archiving

Automated PC & Laptop Maintenance
- Patch management and installation for Windows operating systems and Microsoft Office
- Tracking and reporting of hardware and software assets

Managed Endpoint Detection & Response
- Managed Endpoint Detection & Response (EDR) for Microsoft servers, desktops, and laptops
- Behavior-based malware protection and visibility into application vulnerabilities.

Other Included Services
- Hardware warranty/support subscription management
- IT solutions architecture
- Guaranteed response times from our qualified, friendly team
- IT product procurement services
- IT budgeting assistance
- Automated, monthly network health reports
- Dedicated technical advisor

Other Managed Solutions

Extend the value of your Assurance Managed IT Services with complementary offerings from our full portfolio of solutions.

Boundary	**Veracimail**	**Informant**	**Augment Co-managed IT Services**
Managed Firewall-as-a-Service	Email Security	Dark Web Monitoring	
Prevent	**Backupify**	**Fortify Complete, Managed Detection & Response**	**Vigilant**
Managaed Cloud-based Backup and Disaster Recovery	Managed Services for Microsoft 365 and Google Workplace	Managed Endpoint Protection*	Security Awareness Training

*In cases where a customer's hardware or environment may not meet the requirements of preferred software solutions, we can offer suitable alternatives.