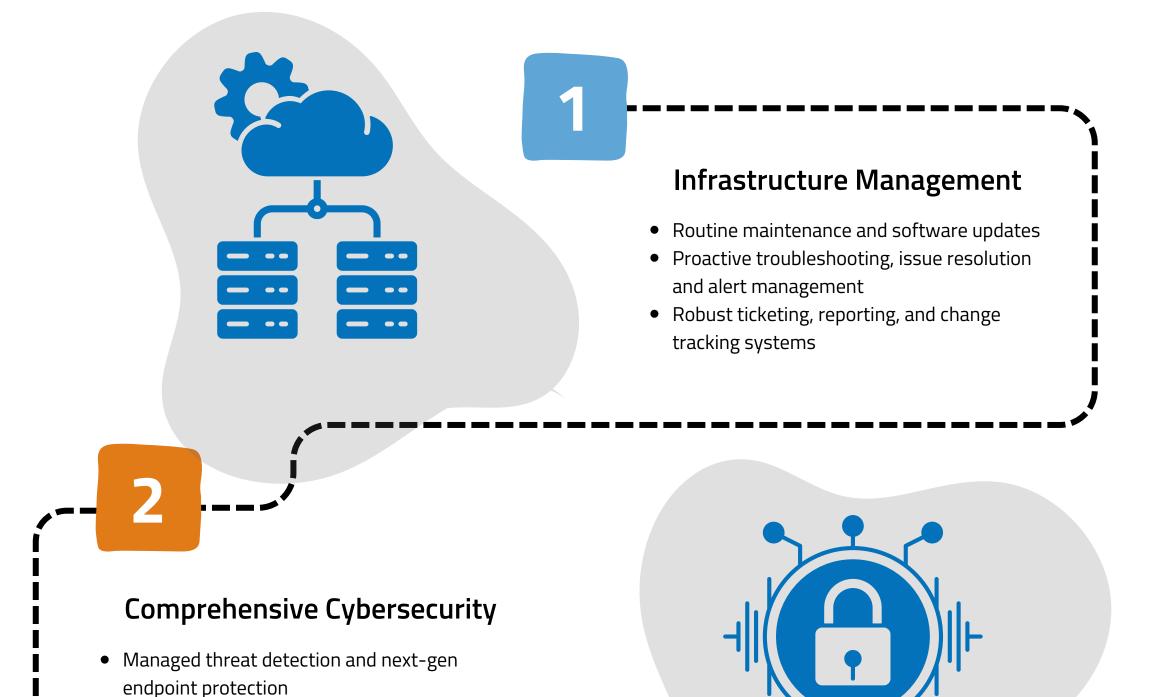# Managed IT Services: Transforming Technology into Your Organization's Asset

EMPOWER YOUR ORGANIZATION WITH PROACTIVE IT SUPPORT

IT should be a catalyst for productivity, not a source of frustration. Poorly implemented technology can lead to late-night disruptions, staff dissatisfaction, and missed opportunities. With designDATA's Managed IT Services, you can transform your technology into a reliable asset that supports your mission, streamlines operations, and keeps your organization moving forward.

1 Infrastructure Management

- Routine maintenance and software updates
- Proactive troubleshooting, issue resolution and alert management
- Robust ticketing, reporting, and change tracking systems

2 Comprehensive Cybersecurity

- Managed threat detection and next-gen endpoint protection
- Multi-factor authentication and AI-powered email filtering
- Continuous infrastructure monitoring to keep your data secure

3 24/7 IT Support and Help Desk

- Around-the-clock support for workstations, email, MS 365, remote access, and applications
- Extensive reporting with issue-based ticketing for efficient problem resolution

4 Strategic IT Guidance

- Strategic planning, budgeting, and resource management
- Technology life cycle planning and vendor management to align IT with your mission
- Policy reviews and planning

5 Dedicated Client Teams

- Personalized support with program and technology managers
- A team of specialized engineers focused on optimizing your IT environment

Leave IT frustrations behind and experience dependable, high-quality solutions tailored to your organization's needs.

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