



Choose Your Best IT Support Team:

Cost-saving strategies from an IT Company






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Chapter 1:

An overview of IT Support Services

A decorative horizontal band with a light blue background. It contains a complex network of white lines, squares, and circles, some connected by dashed lines, suggesting a technical or data network theme.

Without having a thorough understanding of how IT works, the majority of executives and controllers either take a hands-off approach to their company's IT needs, or they find themselves frustrated when attempting to become directly involved in their IT team's activities and methodology. Either case is regrettable. But it doesn't have to be that way.

Your company needs an IT support team that can easily and clearly communicate with you and your staff about issues, upgrades, and updates, and can explain how to scale your IT infrastructure to best fit your company's needs both now and in the future.



Whether your business has 25 users or 100 users, your needs are the same - efficient, attentive, knowledgeable IT support personnel that are on hand 24/7 to resolve IT issues and plan for future IT needs.

At Aldridge, our team of certified, professional technicians do just that.

Let's learn more about how this can be done and, more importantly, how it is going to affect your business's bottom line.

IT Support Services You Should Expect:

- Technology evaluation and planning
- Installation of hardware
- Maintenance of servers
- Network setup and security
- Software maintenance and upgrades
- Virus protection
- System backups



- Business and IT alignment

Well, that's a great list - but what do those services practically mean for you?

Let's break them down and see how an IT outsourcing support company can meet these requirements:

a) IT Support Technology and Planning

At Aldridge, we do things differently than most IT support companies in Seattle. Rather than only establishing an excellent system for repairing issues, we work to actively prevent them.

We work with managers and departments to discuss their business needs and budget to develop and maintain a strong IT support system that is tailored to meet their needs while functioning efficiently and within our overall IT support strategies to meet current IT needs and prepare for future IT support requirements.



By strategizing in this way, we help to prevent problems and make the growth of your business more easily scalable.

b) Installation and maintenance of servers and hardware

What's an office without servers and hardware? Our IT support installation and maintenance abilities ensure that your staff have efficient workstations, including laptops, desktops, mobile devices — and, of course, servers. Printers and fax machines are also maintained by our crew, along with other types of tech hardware. We can perform the initial installation and setup of hardware and software, and we can perform upgrades as necessary.

c) 24/7 Help Desk

Keeping your office running smoothly so that business can continue to go on and money be made is vital to the well-being of your business. When tickets are left unattended to, users end up waiting,



which negatively impacts company productivity and employee satisfaction.

Keeping your office running smoothly, however, is simple when you have a 24/7 professional IT support team standing by. We can troubleshoot problems at any hour of the day, providing effective solutions with a fast response time.

When we help your employees, our team focuses on providing clear, understandable information and guidance so that we are not only fixing the IT issue, but growing your staff's knowledge of IT as well.

All this is done while we work to provide a long-term fix for the issue, and not just an IT "Band-Aid" for the short-term.

d) Network setup and security

A good IT support team provides network setup and thorough and effective security. This includes setup and security for network, wireless, VPNs, and other network types.



Efficient systems that increase user capabilities and make their jobs easier are the types of IT network support solutions that Aldridge aims to provide for their clients. But we'll talk more about network and server support in Chapter 2.

e) Business goal alignment with IT support

You need an IT support team that focuses on providing scalable, flexible IT support, so that they are better able to align with your business goals and needs. In doing so, we are able to eliminate unnecessary work and costs, as well as streamline and optimize your current system.

When your business expands or your needs change, we can easily realign your IT solutions in order to give you the functionality, access, and systems that you require. At Aldridge, this is one of our top priorities.



f) Business continuity and recovery planning for disasters

Simply keeping the gears oiled and problems at bay isn't enough. In the event of a disaster, protection of your business data is of paramount importance. You need an IT outsourcing team that has put time and thought into securely storing your data in the event of a technological or geographical disaster.

At Aldridge, we focus on providing data backup, a recovery plan, and restoration strategies that protect your business assets, records, and sensitive information.

If a disaster does occur, Aldridge can get you back on your feet rapidly without any lost business information. This type of security is exactly what your Seattle business needs.

g) Software installation and updates

Computer and software updates are available on an almost daily basis for most technology. This means that there is zero excuse for



your systems, servers, and setup to not be up to date when you have an IT support team in place. These updates keep systems secure and running optimally — which means increased productivity and top-notch software function.

Aldridge manages all software setup and upgrades on all selected devices. But rather than do this during the day when it could interrupt your work, we do these during your downtimes, usually in the middle of the night.

h) Data and applications mobility

These days, being mobile is vital. Many businesses have employees that work remotely on a regular basis. Despite this, many businesses don't have the cross-system and device integration necessary to enable employees to work from anywhere at anytime.

You should expect your IT support team to help you become more mobile as a business. Providing IT support across an array of



locations and devices is just a part of that. This means you can save employee time and increase efficiency while traveling as you enable easy data sharing and network collaboration, whether from office to office, across various departments, or via remote devices.

i) Long-distance IT support services

At Aldridge, this ability to help businesses become more mobile means that we can provide IT outsourcing services to not only Seattle-based companies, but also to businesses in other states or with multiple branch locations.

If your team needs support not only at your Seattle branch, but also in Sacramento, Vancouver, and Boston, we can provide your IT support services remotely.



What You Now Know About IT Support:

Now you know the essentials of what you need to look for when selecting an IT support team. Here's a quick recap on what you're looking for:

- Professional, friendly IT support, available 24/7
- Ongoing updates on new and improved software and hardware
- Strategic IT support that aligns with your business goals
- Agile support for remote locations or employees
- System installation and monitoring that is tailored to meet your needs
- Communication that is frequent and easily understood by your teams
- Focus on long-term solutions, rather than short-term contract based IT support




- Pre-planned disaster recovery and consistent data backup

If you agree with this list of priorities that should be expected from your IT support team, then call us to schedule a free consultation, because we completely agree with you. We also have the experience and expertise to get it done.



Chapter 2:

The In's and Out's of Server and Network Support

A decorative graphic consisting of overlapping, semi-transparent light blue and white geometric shapes, including arcs, triangles, and dashed lines, creating a sense of motion and technology.

Your servers and networks are basically the skeleton of your IT system, facilitating the functionality of the entire system. All other applications, programs, software, and other components of your IT infrastructure run on this system of networks and servers.

Whether these are comprised of hardware in the server room or internet connections via the Cloud, server and network



management and support are one of the top-most important functions of an IT team.

The Vital Importance of the Server:

If your servers malfunction or run slowly, so does your company. Servers are the platform upon which your onsite networks are built. In order to make sure that your networks run smoothly and safely, your data is protected and stored, and your business is able to continue producing, your servers need to be functioning seamlessly. This is the delivery that you should expect from your network and server support team. While there will always be some issues that inevitably occur, those issues should be extremely short-lived and fixed in a way that prevents the same incident from occurring again.



What to Expect from a Network and Server Support Team:

We update and upgrade any out-dated servers. Many current problems you are experiencing could very well be because your servers have not been updated. We review, diagnose, and repair so that we prevent future trouble and resolve current issues.

You can expect these services from your IT support team:

- Active monitoring of servers to quickly catch and resolve any problems
- Verification of data backup
- Up-to-date security
- Creation and modification of email and security groups



Understanding the Network:

Networking is the process of getting two or more devices to communicate with each other. The more devices, the higher the demand for bandwidth (a form of measuring the network) and greater the need for network security. Think of your business network as a private communication system that allows you to freely, easily, and securely communicate with everyone in your company.

You can expect these services from your IT support team:


- Secure connection to various office locations within different departments, buildings, cities, states, and countries
- Mobile devices that synch contacts and calendars with work computers
- Information sharing from business servers to information stored on websites



- Interconnected hardware, such as office to home networked servers, computers, printers, etc
- Onsite and remote network support services
- Consistent monitoring for all networks
- Regular updates on security and network capacity and performance, including firewalls and data protection

Chapter 3:

Everything you need to know about Cloud Services



Cloud technology is the next step for modern businesses, and it is streamlined to provide flexible, fast, and practical solutions.

Thanks to recent developments that have made Cloud technology, options cheaper and more scalable, and bring with them the ability to outsource these services to IT support companies in Seattle.



Cloud support solutions are no longer just the domain of mega-companies.

What is the Cloud?

The Cloud is a way to store, manage, and process data using a network of remote servers hosted on the internet. It means paper-free, easy communication, management, and processing.

Here are some examples of the Cloud Support Services (with which you are likely already familiar):

- Email
- Websites and web domains
- Social media channels (Pinterest, Twitter, Facebook, LinkedIn, Google Plus)
- Communication software (Skype, Yahoo, MSN)
- Office management software, such as Office 365



- Apps (mobile and Google)
- Off-site data backup and storage

So, what benefit is Cloud support to your bottom line?

Cloud services help you to stay competitive with other businesses. It offers a huge leap forward in ease and agility for your company, and it is one of the ways we love to help growing businesses make themselves more easily scaled for growth.

Additionally, Cloud support technology is customizable and cost efficient. Cloud services can be tailored to perfectly suit your company without overspending because you use only how much you need. If additional backup or software users need to be setup, this is also easily and quickly done.

Finally, Cloud support is accessible from anywhere, anytime. It enables collaboration and real-time team participation from your



staff, saving valuable time. Cloud computing solutions allow you and your employees to share, edit, and publish documents in a unified system, improve communication and e-mail, increase marketing abilities, and enhance your everyday business processes.

This simplicity does not sacrifice security either — in fact, Cloud data backup is one of the best ways to prepare your business for disaster recovery.

Cloud Services to Expect from Your IT Support Team:

We believe that any IT support team you decide to work with should constantly be evaluating your IT needs and goals.

At Aldridge, we specialize in providing various Cloud solutions for our clients that will cause their daily operations to function easily and efficiently. Not only that, but they will have a model in place to scale their IT structure as their business grows.



We focus on providing IT support Cloud solutions that are:

- Cost-effective – efficient technology that improves your bottom line
- Scalable – your IT capabilities and applications will be able to grow as your business grows
- Customized – designed to meet the unique needs of your business
- Mobile and Agile – helps employees stay efficient and productive, no matter their location on any Internet-enabled device

Your IT support needs to make sure that they are continually helping your business achieve greater capabilities and competitive solutions. They need to assess what areas of your business will function better with less expense in the Cloud.

At Aldridge, this is exactly what we do.



Conclusion:

Contact Aldridge



After this discussion about IT support, server and network support, and cloud support in Seattle, you hopefully understand what we, here at Aldridge, are all about.

All those priorities that we just talked about? The top things to look for in an IT support company? All the important extras that help make your business function well and set it up for growth? That's exactly what we do.



We work hard to not just fix IT issues. Instead, our entire goal is to help your departments, your managers, your teams, and your staff work more efficiently and more intelligently through the use of cutting edge IT solutions that are tailored to meet their specific needs. And when you succeed, we succeed.

Your IT support shouldn't just be a department, or a voice on the other end of a phone call. Your IT support should be a part of your team, as we all strive together to help your company thrive. We can scale more, do more, and provide more with your IT budget than our competitors, because your success is our end goal.

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