

IT Outsourcing Services for Small Businesses

Your online IT department: world-class support for small business budgets

Small businesses typically lack the budget to maintain a full-time Chief Information Officer, much less an in-house IT department. As a result, a small business network can be a patchwork of products and quick fixes, limping along from crisis to crisis without technical cohesion or strategic vision. You may be paying for services you don't need, overlooking productivity tools you've already paid for, and basically doing things the hard way. For big-picture issues like moving to the cloud or virtualizing servers, you may have to rely on advice from the technician who got your Wi-Fi to work. Progent has a better way.

Full-service IT Outsourcing for Small Businesses

Progent is structured to provide in-depth online support for all technologies used in today's small business networks and offers on-demand strategic services such as a part-time CIO to help maximize the business value of your network, a Technical Response Center for help desk support, 24x7 remote monitoring, spam/virus filtering as a managed service, project management for major initiatives like site moves or OS upgrades, connectivity experts for designing fast and reliable network infrastructure, certified security engineers to ensure data protection and compliance, disaster recovery/business continuity planners, and software developers to create, customize, or troubleshoot mission-critical applications.

Because Progent offers all these services remotely on an as-needed basis, Progent can in effect be your online IT department, saving you the cost of maintaining an in-house support team without sacrificing the quality and continuity of a full-time staff of IT experts. This leveraging of your IT budget is amplified by the additional savings you get by building an information system that is secure, reliable, easy to manage and expand, and designed to accommodate the special requirements of your business. That's IT Outsourcing.

Subject-Matter Expertise Plus Strategic Insight



Small business networks are rarely standardized, representing instead a mix of legacy and current technologies from multiple vendors. This requires a support firm with a broad range of in-depth expertise so that problem solving doesn't devolve into finger pointing exercises. Progent is a Microsoft Partner and is certified to support all major operating systems including Windows, Mac OS, and leading versions of Linux/Unix. Progent has also assembled one of the largest teams of Cisco-certified CCIE network engineers of any independent IT service firm in the United States. In addition, Progent can provide the services of IT professionals with years of experience as Chief Information Officers for large corporations and local governments.

On Line Consulting Experts

Progent is a pioneer in delivering advanced consulting solutions online and has active clients in every state in the U.S. Progent's customers include global enterprises, ISPs, local governments, small and mid-size business, and home offices. Remote support saves travel costs and resolves problems faster than onsite service. Progent also offers on-premise support in major metropolitan areas across the U.S.

To find out more about IT outsourcing, call **1-800-993-9400** or email **information@Progent.com**



BENEFITS

- Progent offers in-depth subject matter expertise plus strategic planning for clients who have no full-time IT department
- An easy engagement model eliminates complex service contracts and requires no long-term commitments
- On-line service delivery saves time and money
- Expertise with all of the leading OS and virtual server platforms, networking products, and other small business technology makes Progent a one-stop solution for IT support

IT SERVICES

- On-demand CIO services for strategic planning, negotiating contracts, meeting compliance regulations, IT budgeting, etc.
- Help Desk Call Center for as-needed desktop support and network troubleshooting
- 24x7 monitoring to detect any potential problems before they impact productivity
- Help Spam/Virus filtering as a managed service performed safely outside your firewall
- Fast access to world-class Cisco CCIE network engineers to resolve infrastructure issues
- Certified security engineers to define and enforce policies and ensure security and compliance
- Disaster recovery planning
- Virtualized server and desktop experts to cut hardware costs and simplify management
- Software development help to build, improve, or troubleshoot line-of-business applications