

ALPHACARE TECHNOLOGY SERVICES

HELP WHEN YOU NEED IT



RESPONSIVE AND EFFECTIVE



Technology should work for you, not the other way around. Let Alphanumeric manage your IT while you focus on your core business.

Today's technology is powerful — faster, more robust, and more capable than ever. But as we become more reliant upon technology to accomplish day-to-day goals, IT departments must devote more and more time to reactive fixes and maintenance of existing equipment, while forward-looking, strategic work sits on the back burner.

AlphaCare Technology Services — a comprehensive and flexible suite of managed services — helps you slash the costs of owning and maintaining network equipment, while freeing the IT department to focus its attention on driving strategic and valuable efforts within your organization. We provide proactive and reactive management and support, ensuring your organization's vital systems perform as needed; you seize the opportunity to steer your business toward future growth with an IT department engaged in delivering business value.

“With AlphaCare, we have gone from being reactive to proactive in the IT environment.” — Vimal Viyas, Great

24x7. ALL DAY EVERY DAY

24X7 SERVICE DESK

Business is rarely confined to the normal working hours of any one time-zone anymore. With employees in remote, mobile and satellite locations, and customers depending on services around the clock, managing your IT at all times is imperative. That's where we come in. With a state-of-the-art call center, built on ITIL and SAS-70 best practices, Alphanumeric can effectively and efficiently manage and support your IT needs 24x7. You, meanwhile, can focus on achieving your business goals.

REMOTE MONITORING & MANAGEMENT

When does an issue become a problem? If your network is diligently monitored and maintained, hopefully the answer is never. Alphanumeric can help ensure that's the case.

We leverage remote monitoring and management to analyze trends and monitor troubled infrastructure to remediate issues proactively — before they become problems — and stop disruptions before they start.

By constantly keeping an eye on your network infrastructure, we enable swifter response to issues, as well as proactive measures — patch management, systems upgrades, etc. — to block issues before they present themselves. You benefit from enhanced security, improved systems performance and fewer IT headaches.

IT SUPPORT AND BREAK/FIX SERVICES

In the event something does go wrong, AlphaCare delivers services based on an effective escalation procedure that ensures efficiency and responsiveness, beginning with assisting end-users to fix the issue, or accessing their desktop remotely, to perform a fix, or in the most severe cases, deploying a top-level technician to interface directly with the issue until it's resolved.

*active to being preventative and proactive with
er Raleigh Convention and Visitors Bureau*

ALPHACARE TECHNOLOGY SERVICES

ENABLE PROACTIVE IT

INCREASE EFFICIENCY

MAXIMIZE EFFECTIVENESS

REDUCE IT SUPPORT COSTS

CONTACT US TODAY

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