



An out of the box solution,  
extending your IT staff's capabilities



## Smart Support EDU

Managed Services for Education

### How can we help you?

Smart Support EDU is a customizable support package specifically designed for Education. With this solution, Omega Systems partners with you to become an extension of your internal IT staff, making everyday problem solving simple and effective. Unlimited remediation is available with a fixed yearly cost, helping you stay within budget and alleviate unforeseen spending overages.

*The all-inclusive package is customizable and is designed to grow as your needs increase.*

#### Perks of the Plan

- Fixed Yearly Cost
- Enterprise-Level Support
- Dedicated Account Engineer
- IT Project Planning Assistance
- Network Health Reviews

Available Features & Functions	
• Server/SAN infrastructure support & maintenance	✓
• VMware/Hyper-V support & maintenance	✓
• Unlimited remote support	✓
• Network & wireless support & maintenance	✓
• Unlimited on-site IT support	✓
• Microsoft Office & operating system patching & updates	✓
• Device auditing, inventory & health reporting	✓
• Backup monitoring & maintenance	✓
• Notification of viruses or failed updates	✓
• Anti-virus/Anti-malware scanning, updates & virus quarantine	✓
• Project Manager - available for technology planning & consultation, project management & report review	✓
• Coverage of new equipment installation	✓
• Monthly contract includes after hours support	✓