



A unique experience,
raising the bar in IT support.



Smart Support Managed Services

How can we help you?

Omega Systems Smart Support offerings raise the bar in IT support by enabling our customers to select a technology support solution that aligns with their business strategies and reduces the need to over-allocate in house resources. Each support platform provides our customers with proactive support, uncompromising quality and reliable, personalized service.

Features and Functions	Basic	Unlimited Remote	Unlimited	Unlimited Plus
• Anti-virus/Anti-malware scanning, updates & virus quarantine	✓	✓	✓	✓
• Microsoft Office and operating system patching and updates	✓	✓	✓	✓
• Device auditing and inventory reporting	✓	✓	✓	✓
• Device health reporting	✓	✓	✓	✓
• Notification of viruses or failed updates	✓	✓	✓	✓
• Network monitoring and reporting for network equipment including: routers, switches, firewalls and internet bandwidth	✓	✓	✓	✓
• Unlimited remote support via remote access software		✓	✓	✓
• Agent procedure module - Mass changes requested by customer performed remotely, such as global software installs		✓	✓	✓
• Project Manager - available for technology planning and consultation, project management, and report review		✓	✓	✓
• Unlimited onsite support			✓	✓
• Coverage of replacement installation services for existing equipment.				✓