

Smart Support[®]

24x7 Managed IT Services



Experience a unique and personalized approach to managed IT support fueled by proactive monitoring and security and backed by an award-winning customer service team.

The modern digital age, for all its benefits, requires a thoughtful, proactive, and continuous commitment to IT management and support – to power operations, safeguard critical assets and enable future growth.

With managed IT support from Omega Systems, businesses can realize a high-value managed service that continually monitors the health and performance of IT networks and supports the detection and remediation of technology issues before they lead to unnecessary downtime or data loss.

Smart Support Features

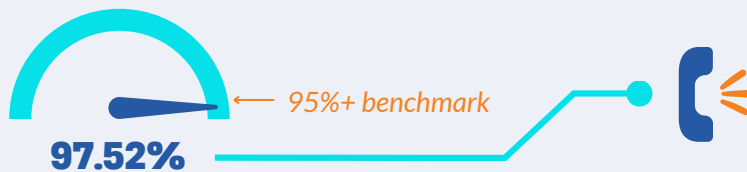
Smart Support packages offer the flexible managed IT services you need at any stage of your development, whether it's a fully outsourced IT solution or a support package that augments or enhances your existing team. Features include:

- Multi-layered threat protection
- Anti-virus and anti-malware scanning
- Regular Microsoft patching & maintenance
- Device auditing & health reporting
- Network performance monitoring
- Notification and remediation of security threats
- Third-party application patching
- Remote and/or on-site support



Premier, Award-Winning MSP Support

Our custom IT support services acknowledge the unique factors within your business and ensure you experience seamless, reliable and robust support right-sized to your business's needs. Regardless of industry, internal resource capacity and operational requirements, Smart Support customers experience enterprise-level IT service and support from Omega Systems day-in and day-out.



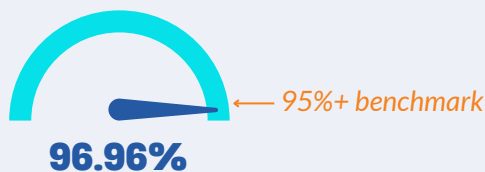
Call Answer Rate

Omega's Service Desk receives an average of 5,000 calls per month and maintains a consistent call answer rate (CAR) that exceeds industry standards.



Average Wait Time

15.33 seconds



Customer Satisfaction Score

Our CSAT surveys gather real-time feedback from customers following support requests and consistently best MSP industry benchmarks.



6,700

Average Support Tickets / Month



Get custom IT support services to acknowledge these unique factors within your business and ensure you experience seamless, reliable and robust support right-sized to your business' needs.

- ✓ Infrastructure Management
- ✓ Reliable 24X7X365 Support
- ✓ Minimized Downtime
- ✓ Network Monitoring & Security
- ✓ Predictable Monthly Costs
- ✓ Speciliated IT Talent
- ✓ Proactive Maintenance
- ✓ Quick Response Times

Customize & Enhance Smart Support

Further enhance your managed services with flexible add-ons that extend the effectiveness of your IT and safeguard your business's critical data.

Endpoint Detection & Response

Machine learning technology to proactively monitor endpoints and ward off cyber threats

Multi-factor Authentication (MFA)

Identity validation to prevent unauthorized access to your protected devices, applications & data

Mobile Device Management

Secure, remote management of mobile devices to complement BYOD policies

Email Security Bundle

Advanced security, encryption, archiving and backup to fortify your Microsoft 365 package

Zero Trust Network Access (ZTNA)

A 'never trust, always verify' approach to security that requires continuous verification of users, devices and applications across your network

Get Smart about IT Support

With Smart Support from Omega Systems, you can optimize performance, protect your systems from threats, scale up or down as needed, and save time in the process.

Contact our team to learn more:

connect@omegasystemscorp.com
(610) 678-7002



And don't forget to ask about our other 'Smart Services':



Smart Host

Private Cloud Services

Smart Secure

Managed Cybersecurity

Smart Comply

Managed IT Compliance

Smart Response

NOC & Escalation Services

Smart Stor

Cloud Backup & Recovery