

# omega care

Managed IT Support  
That Scales with Your Business

A comprehensive managed IT bundle with transparent, predictable, per-user pricing that keeps your technology reliable, secure, and aligned with your business – with the flexibility to scale as you grow.

## omega care

Managed IT Support Bundle

### Essential Services, Always Included

Every Omega Care customer benefits from a core set of IT services that ensure support, security and efficiency are never optional.



#### Metrics That Matter



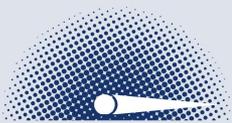
**97.5%**

Call Answer Rate



**<27 seconds**

Average Wait Time



**97.4%**

Customer Satisfaction Score

### IT support essentials included in every Omega Care tier

We've built these core services into every tier because reliable IT requires all the essentials working together from day one.

- Unlimited help desk support\*
- Proactive monitoring and management\*
- Next-generation endpoint security
- Streamlined user management
- Complete IT asset management
- Managed cloud administration
- Procurement support
- Account management\*
- Predictable, per-user pricing

\* Service scope and availability scale by tier, as shown on pages 3-4.



## Three Tiers. One Goal.

Keep your technology working *for* you, not against you.

omega care	LITE	ESSENTIAL	ADVANTAGE
<b>Best for:</b>	Growing businesses seeking dependable daytime IT support	Proactive, regulated organizations requiring around-the-clock availability and stronger security	Complex and/or co-managed IT environments that require strategic oversight and executive-level guidance
<b>Help Desk and End User Support</b>			
Unlimited Remote IT Support	8x5	24x7	24x7
Unlimited Device Management & Support	8x5	24x7	24x7
On-Site IT Support	-	-	Yes
Enhanced Service Level Agreements (SLAs)	-	-	Yes
Workstation Refreshes	-	-	Yes
<b>Infrastructure Monitoring &amp; Management</b>			
Proactive Network Monitoring & Management	8x5	24x7	24x7
Operating System Patching & Updates	Automated	Fully Managed	Fully Managed
Third Party Application Patching & Updates	Yes	Yes	Yes
Managed Cloud Administration (Microsoft/Google/AWS)	Yes	Yes	Yes
IT Health Metrics & Reporting	Yes	Yes	Yes

## Three Tiers. One Goal.

Keep your technology working *for* you, not against you.

omega care	LITE	ESSENTIAL	ADVANTAGE
<b>IT Operations Support</b>			
User Onboarding & Offboarding	Yes	Yes	Yes
IT Lifecycle & Asset Management	Yes	Yes	Yes
Procurement Services	Yes	Yes	Yes
PSA & Documentation Portal Access	-	-	Yes
IT Scripting & Automation Support	-	-	Yes
<b>Managed Security &amp; Data Protection</b>			
Managed Endpoint Protection (EDR+AMTD)	Yes	Yes	Yes
End User Awareness Training	-	Yes	Yes
Managed Phishing Simulations	-	Yes	Yes
Hardware Disk Encryption	-	Yes	Yes
<b>IT Leadership Advisory</b>			
Account Management Team	Shared	Dedicated	Dedicated
Technical Business Reviews (TBRs)	Annual	Semi-Annual	Quarterly
vCXO Advisory	-	-	Yes

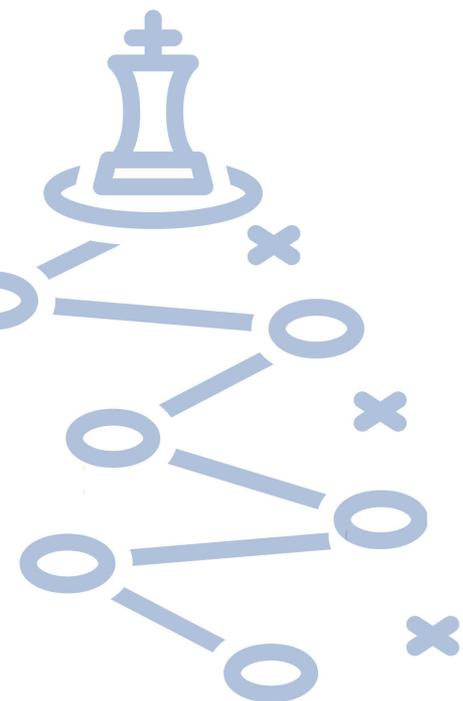


## omega care

Managed IT Support Bundle

### Why Omega Care?

With Omega Systems, you gain more than IT support. You gain a trusted partner committed to keeping your operations secure, stable, and strategically aligned.



#### Predictable, Transparent Pricing

Simple, per-user pricing with volume discounts and multi-year savings.

No surprise bills, no hidden fees – just clear, scalable IT support costs you can budget for.

#### Proactive, Not Reactive

Our approach prevents problems before they disrupt your day.

With continuous monitoring, automated patching, and regular health checks, we keep your systems running smoothly and your team productive.

#### Expert Team, Always Available

Our Service Desk is here whenever you need support, with specialized teams monitoring your infrastructure behind the scenes. Issues are routed to the right experts automatically, ensuring fast, effective resolution.

#### Security Built In

Every Omega Care tier includes 24x7 endpoint protection with advanced threat detection and response.

As you scale up, so does your security posture – with training, encryption, and ongoing risk management.

#### Strategic Partnership

Technology should enable growth, not slow it down.

Our account management teams and Technical Business Reviews ensure your IT roadmap aligns with your business priorities, today and tomorrow.

#### Seamless Scalability

Start with the tier that fits your current needs.

As your business grows or requirements change, upgrading is simple – and you'll already have a team that knows your environment inside and out.



## omega care

Managed IT Support Bundle

### Ready to Experience Reliable, Scalable IT Support?

Whether you're looking for dependable daytime support or a full IT partnership with strategic advisory services, there is an Omega Care tier to meet your needs.



#### Next Steps:

- 01 Schedule a Consultation**  
We'll discuss your current IT challenges, business goals, and help identify which Omega Care tier aligns with your needs.
- 02 Receive a Custom Proposal**  
Get transparent pricing tailored to your user count, with options for volume discounts and multi-year commitments.
- 03 Onboard With Confidence**  
Our team handles the transition smoothly, so you experience minimal disruption and immediate value.

