

## Instant IT

Our shared and dedicated support services allow small and medium business owners to setup world class IT application systems with service level commitments and multi-channel response management - at zero capital costs. We provide end-to-end services - from helping you choose the right hosted application set for your needs, sizing and hosting infrastructure, installing and customizing the application to supporting it over the lifetime. Using hosted applications allows customers to get started quickly with their business management software, and retains focus on business. Our offshore support centers not only lower costs, but also provide value-added services like application backup, status monitoring and user training. Each support agreement provides access to an integrated helpdesk: users can submit tickets by phone, messaging, email or through the online portal. Each ticket is tracked to closure, and performance metrics available for audit at any time. Subscription-based IT benefits small and medium businesses as they can maintain control of their IT budget, and save on expensive hardware and support costs. With our assured SLAs and quality of implementation, SMB customers have the best of both worlds - world class IT implementation services and low-cost support. Please contact us to obtain a free toolkit on "Instant IT for Small and Medium Businesses" .