

IT Support Services

that contribute to your business success...

Your business success depends on a stable and secure IT network. Your network houses your intellectual property, current and prospective customer files, financial information, competitive analysis, tax details, employee files, and more.

Imagine the business impact of not being able to access information for extended periods of time due to a system crash, or having your network hacked and information stolen. The potential consequences make it a strategic and practical necessity to partner with the right company for your IT support. You need dependable, consistent and cost-effective service, combined with the peace of mind of having local certified support when you need it.

WHEN YOU NEED TECH SUPPORT, THINK CONEXSYS COMMUNICATIONS

- We continually test prospective solutions in our innovative in-house lab, arming us with a detailed understanding of the technology we deliver to your environment.
- We maintain strong vendor relationships, equipping us with leading edge technology to support and optimize your network infrastructure.
- We provide straightforward, proactive maintenance and renewal programs, focusing on improving your business processes.
- Our people commit to being the best in the industry, and update their certifications regularly.

TWO LEVELS OF SUPPORT:

At Conexsys, we recognize that your needs are specific so we offer both standard support services as well as customizable elite services.



STANDARD LEVEL:

IT support services on an as-needed basis:

- 24x7 or 5x8 helpdesk support
- Guaranteed 4-hour response time
- On-site remedial maintenance
- On-line ticketing system
- Remote trouble shooting
- Module exchange services
- Software update services
- Remote problem analysis



ELITE LEVEL:

Retainer-based IT support services
(Includes the Standard Level offerings):

- Dedicated resource when you need it
- Dedicated Support Engineer
- Enhanced monitoring & response services
- 30-minute response time
- Monthly or quarterly health checks
- Co-managed service delivery
- Proactive problem identification, with quick, effective problem resolution strategies

Conexsys offers on-premises support, with full inventory stocking for true 4-hour response.

ENCOMPASS® SUPPORT SOLUTIONS, EXCLUSIVELY FROM CONEXSYS

Creating an effective IT network is the first stage towards improving business practices. Continually maintaining and optimizing it are the crucial next steps. At Conexsys, our overarching goal is to provide you with an optimal, efficient, and secure enterprise network through a support service that fits smoothly into your business processes.

What are your tech support requirements...24x7x365 on-site service, or telephone support as-needed? What payment plan fits your budget... negotiated monthly charges or pay-as-you-go? Your IT network and security requirements are unique to your company, and this is where ENCOMPASS Support Solutions fit in.

ENCOMPASS Support Solutions offer a range of flexible network and security support and maintenance services: including a full array of customizable services from just-in-time 24x7x365 telephone support to full-time on-site support...or anything in between. Our support services are designed with your requirements in mind. Rather than fit you into a solution, we adjust to your needs.

ENCOMPASS offers two levels of support:



1) Standard level



2) Elite level

Your Conexsys Support Staff will professionally guide you through each step.

CONEXSYS: DEPENDABLE, RELIABLE, AND TRUSTED IT SUPPORT SERVICES

Trust Conexsys with your IT support needs. Our superior service levels and professional, cost-effective approach will give you peace of mind. Your data, your network, your infrastructure, your intellectual property will be efficiently and effectively managed, based on your terms and conditions. By optimizing your business processes, you will reduce costs and free up time to service your customers.

**Your business is our business.
This is our commitment to you.**

“Conexsys TAC is extremely knowledgeable, prompt and courteous. Our business relationship over the past ten (10) years is testament to how pleased we are that we chose Conexsys as our support partner.”

Kevin Agnew
Director, IT Operations
Travelex Canada Ltd.

“What makes Conexsys Support Centre different is that the person answering the phone is an expert and therefore able to assist you without placing you on hold or passing you on to someone else.”

Ian Stegman
IT Manager
Toronto Public Library

Call now to speak with an
Account Representative – 888.509.8452

6715 Millcreek Drive, Unit 5,
Mississauga, ON L5N 5V2
1-888-509-8452 • www.conexsys.net

CONEXSYS
COMMUNICATIONS LIMITED
IT Solutions To Enhance & Secure Your Business