



Great Lakes Managed Services Professional IT Systems Support

The **best** business leaders know how to
Increase revenue

Decrease expenses

Manage risks and consequences

Their secret? Using a Managed Service
Provider to keep their technology infrastructure
running smoothly.

No one expects you to be an IT expert, so why put so much effort into managing your technology on your own? Great Lakes Computer can easily be your highly skilled technology team, enabling your business to dramatically increase productivity and maximize time focused on high- value, high-priority business activities. You stay in control while we serve as your dedicated IT team, your trusted advisor, your Chief Information Officer, guiding the technology that supports your business.

Experience the benefits of professional technology management

- Reduced costs
- Resources refocused on core business functions
- Reduced need for IT staff and in-house technology expertise
- Improved service/product experience for your customers
- Ability to keep IT resources up to date
- Increased network performance, reliability, & technology service levels

We'll even manage all of the various vendors who intersect with your technology, so leave it to us to contact your ISP or telecom company if need be. Our focus is on solving the problem, whatever it takes, providing support services that increase your efficiency by keeping your systems, and most importantly - your personnel - working smoothly.

Consider the Facts

Annual downtime decreases by more than 50% on average, reducing the loss of revenues during a system outage between 1.8% to 3.5%.

Lower downtime can also result in revenue gains of 2.5%-4.9% of revenue.

92% of respondents say they are achieving "better service" than with prior IT infrastructure management methods.

89% of companies who reduced their internal IT staff costs for IT infrastructure management by more than 50% say when surveyed that the service is "freeing up time so they can concentrate resources on more strategic business requirements, resulting in improved customer service levels."

Reduce hours lost to computer downtime by up to 80% per employee.

Affordable - On average, small to mid-sized businesses spend only .2% to .6% of their annual revenues on Managed Services, making the service affordable for even the smallest companies.

MEASURING SMB CUSTOMER OUTCOMES: THE DELL MANAGED SERVICES ADVANTAGE.
Sanjeev Aggarwal, Partner Laurie McCabe, Partner © Copyright 2010, Hurwitz & Associates

What You Can Expect

- A "Virtual IT" Department of trained professionals, without increased payroll or cost.
- Critical business servers and systems are always "on-line" with High-Availability services. (including email, business applications, web applications and remote office connectivity)
- State of the art Anti-Virus / Anti-Malware software and security system updates to secure your business from outside threats.
- Immediate help desk support without waiting for an onsite service call.
- Reduced need for service with proactive hardware and software maintenance.
- 24x7x365 network monitoring and management.
- System software patching and updating that minimizes or eliminates threats and emergency repairs.
- Your own IT consultant who provides strategic technical insights and recommendations about the newest contemporary tools and processes to keep your systems and data secure, plus cost saving solutions to continually improve efficiency.
- Daily health checks (event logs, disk space & CPU performance monitoring).
- Remote data backup, business continuity, and data recovery plans to ensure your business will survive and thrive in the event of any disaster.
- Peace of mind.

Get started now!

Call 1-800-899-4522

Phone to discuss your
needs, and receive a
Free Savings Assessment



GREAT LAKES
Computer
Corporation