



**Vital Solutions International**  
A Professional "IT" Solutions Provider

**OUTSOURCE YOUR IT**

## SERVICE BRIEF

# IT Overview

Vital Solutions provides customized proactive IT monitoring and support that delivers enterprise IT standards to small and medium-sized organizations.

### Vital Solutions Proactive Maintenance Plan

*Reduce downtime, increase profitability, and make your technology work for you.*

Vital Solutions is dedicated to keeping your technology investment up and running smoothly so you can focus on your business. You can relax knowing our partnership with your organization means we take your IT personally, and strive to keep your staff productive with the tools they need to drive your business forward.

Change the way you think about IT with Vital Solutions. Think of us as your outsourced IT department. We strategically optimize and protect your infrastructure while performing day-to-day maintenance that keeps your users from experiencing downtime.

### "It's like having your own in-house IT department."

#### 24x7x365 Proactive Monitoring and Maintenance

*Detect and stop IT issues before they affect your bottom line.*

Vital Solutions IT services are built to cover all of your IT support needs, from your employee workstations to your servers. This includes other devices on your network that are necessary for your organization's efficiency. By performing regular maintenance and monitoring your systems 24x7x365, we can drastically reduce the amount of downtime your staff experiences.

Our team is always looking out for your business's goals, and can help you meet your IT needs as you expand. Our proactive maintenance can keep your IT investments running smoothly and our experienced support staff can assist your users with any technology-related issues.

### The Benefits of Flat-Rate IT

*Finally budget your IT expenses.*

Imagine being able to finally budget your technology. Imagine how much faster issues can be resolved if your entire staff can call for support without increasing your monthly IT expenses. With Vital Solutions, you and your staff can rest assured that you can focus entirely on other business issues that need your attention, not your IT. In the long run, you save money by encountering fewer technology issues and less downtime; all at a predictable flat rate that's designed to work for small businesses.

### Supplement Your Current Internal IT Department

*Benefit from Vital Solutions flexibility.*

Already have an internal IT department or a technical guru on-site that handles most of your day-to-day IT issues? Vital Solutions isn't out to replace them, but we can certainly supplement and assist your current internal IT staff with our 24x7x365 monitoring, maintenance, and support. It's always best to work together, and your current IT staff can take advantage of our accumulated knowledge of technology. If your current IT department is overloaded, Vital Solutions is the perfect solution for lightening their workload to ensure the rest of your company continues to function properly.

#### Features

- Network Care
- Server Care
- Desktop & User Care
- Backup & Disaster Recovery
- Content Filtering

#### Benefits

- Slashed IT costs.
- Proactive monitoring and protection.
- Flat-rate IT that's easy to budget, and an updated 3-year IT budget every quarter.
- Minimal downtime across your entire infrastructure.
- Flexible support so you can set your own service levels.
- Monthly/quarterly meetings with your solutions integrator, who knows your IT inside and out.
- Monthly/quarterly visits, budgets and reports.
- Iron-clad backup and disaster recovery.
- A thoroughly-documented infrastructure that's available online at all times.
- Enterprise-level care.

## Get Proactive! Call Us TODAY!

412-407-3900 | Voice  
412-407-3901 | Fax  
www.vsint.com  
support@vsint.com

Vital Solutions International, Inc.  
340 Mansfield Avenue, 1st Floor  
Pittsburgh, PA, 15220-2778