



MANAGED SERVERS

IntegraONE's Managed Services Team has been supporting an out sourced managed services model for clients for over 15 years. We have a history of working with customers of all verticals over this team, allowing us to fit small companies of as small as 4 users to enterprising organizations of 500+.

Reporting

Reporting of assets is important to a sustainable IT approach, letting your organization know of persistent issues in the environment, in order for them to be laid out and addressed or what assets need to be updated in the coming months.

VCIO Services

We have a team of VCIO's that work with our accounts to help with IT steering decisions, allowing customers of our managed services platform to not only have their support needs met, but guidance on IT investments moving forward, allowing for a top to bottom approach for your IT needs.

Proactive Monitoring

IntegraONE's Managed Services team will react to over 2,000 different alerts, configured exclusively for each of your servers based on needs upon install. This allows us to react quick and effectively to issues in your environment to ensure that downtime and issues are kept to a minimum in order for your business to fact the least amount of IT issues.

Patch Management

Patching is a necessity, especially as the number of cyber incidents grow in small to medium businesses. Our Patch Management system will whitelist and blacklist patches based on customers' environments and then roll out the patches you need, to keep your business secure.

Reactive Support

Each one of our managed services customers gets priority support from our engineering team, allowing you and your staff to put in tickets to issues, knowing they will be addressed in a quick and effective manner, no matter if it's 6 AM or 9 PM, we are there to help you with any questions or issues you may have.



Our company is little unique in that we are completely virtual but have close to 50 employees in the mid-Atlantic area out to Kansas City. We needed a MSP that could support our remote users with superior service. I believe we have found that with IntegraONE as their team is able to address our users helpdesk calls typically during the call using their remote login capability. They also respond quickly to our requests that are sent via email. Our servers are in the Microsoft Cloud and we utilize MS Office 365. The onboarding process and transition went very smoothly. Our onboarding was most likely different than others as they needed to accommodate us in our environment and touch each user's system remotely.

Bob Marcavage, CIO
Sunstone Consulting

