HARBORIT™

HarborIT Managed IT as a Service

Our managed IT services provide your organization with 24x7 access to certified experts who handle the most sophisticated challenges.

We are an extension of your IT department.

At Harbor Networks, we recognize the critical role that supplemental services play in enhancing the capabilities of in-house technical teams. Even the most proficient internal IT teams face challenges due to the complexity and diversity of modern IT landscapes, as well as the increasing threat of cybercrime and evolving hacker strategies

Our core services are:

- **Server Management.** We ensure servers are operational, secure, and performing optimally to support your business operations.

- **Helpdesk Support.** 24/7 technical support for end-users. We fix IT issues and provide top-level IT support with fast resolution.

- **IT Consulting.** Strategic IT guidance and planning to help businesses align technology with their goals. Fractional vCIO services are also available.

Server Management

HarborIT Server Management services ensure optimal performance, reliability, and security of server infrastructure, ultimately fortifying an organization's operational efficiency with everything from break-fix support to proactive monitoring.

Server Maintenance

Server maintenance is a cornerstone of our commitment to ensuring your IT infrastructure operates at peak performance. We understand that consistent uptime is critical for your business operations, and our proactive approach to server maintenance reflects that understanding.

Regular Health Checks

Our team conducts routine inspections and performance diagnostics to identify potential issues before they escalate, ensuring that your on-premises servers remain robust and reliable.

Timely Software Updates

We implement regular updates to your server software and security protocols, protecting your environment from vulnerabilities and ensuring optimal functionality.

24/7 Monitoring and Support

With round-the-clock monitoring, we can immediately address any anomalies, providing you peace of mind that your systems are safeguarded against disruptions and downtime.

Backup & Replication

This process involves strategically storing data copies to mitigate potential loss, ensuring data integrity and availability. Effective backup and replication management not only safeguards critical information but also facilitates quicker recovery during data loss events, thereby maintaining operational continuity.

Server Management (cont'd)

Monitoring & Maintenance

Ongoing monitoring and maintenance are crucial for optimal server performance and reliability. This entails regularly observing server health metrics and system logs to identify potential issues before they escalate, alongside performing routine updates and upgrades to ensure systems are secure and efficient.

Break-Fix Support

Break-fix support is a reactive service addressing specific server failures or malfunctions. It encompasses diagnosing issues, implementing repairs, and restoring functionality, thereby minimizing downtime and ensuring that the server environment remains conducive to uninterrupted business operations.

IT Consulting (vCIO)

HarborIT Consulting provides expert advice and strategic guidance to organizations in order to effectively leverage technology for achieving business goals and enhancing operational efficiency.

Our IT Consulting is pivotal in navigating the complexities of technology to achieve your business goals. At Harbor Networks, we are committed to providing expert guidance that drives innovation and efficiency within your organization.

Strategic Technology Alignment

We work closely with your leadership team to understand your business objectives and align technology strategies that enhance operational effectiveness and competitive advantages.

Risk Management &Compliance

Our consultants identify potential risks and ensure that your systems comply with industry standards and regulations, safeguarding your business against potential setbacks.

Agile Implementation Strategies

With a focus on flexible and adaptive methodologies, we facilitate the smooth deployment of IT solutions tailored to your specific needs, ensuring that technology serves as a catalyst for growth rather than an obstacle.

Custom QBR Reports

A Quarterly Business Review (QBR) serves as a strategic forum for our IT company to assess project progress and align on future objectives with our clients. This collaborative discussion not only evaluates performance metrics but also fosters innovative dialogue that fortifies partnerships and drives mutual growth.

Budgetary Planning

Our budgetary planning services are designed to provide clients with a comprehensive financial roadmap tailored specifically to their technology needs. By aligning budget allocation with strategic technology initiatives, HarborIT Consulting empowers organizations to optimize their investments and ensure sustained operational efficiency.

Roadmap of Technology Priorities

A technology roadmap outlines a clear plan for prioritizing technological initiatives that align with a business's strategic goals and operational needs. This structured approach not only ensures that resources are effectively allocated but also empowers stakeholders to track progress and adapt to emerging opportunities.

Helpdesk Support

HarborIT Helpdesk Support provides efficient and reliable assistance to resolve technical issues, ensuring minimal disruption to business operations. Helpdesk Support is the primary connection of our team to your staff, and we pride ourselves on our excellent service that keeps your employees happy and operational.

Highly Certified Technicians

We don't want you to bounce around to several different resources in order to get your problem solved. Our highly certified technicians are equipped to handle every IT issue.

Dedicated Teams for Your Account

Our dedicated team of technicians quickly becomes familiar with the specifics of your business and is better equipped to solve issues quickly and efficiently.

85% First-Touch Resolution

A vast majority of helpdesk tickets are resolved quickly and at first touch to get your employees back on track faster.

HARBOR ™
N E T W O R K S
CONSULT • INTEGRATE • MANAGE