

100% NORTH AMERICAN BASED RESOURCES

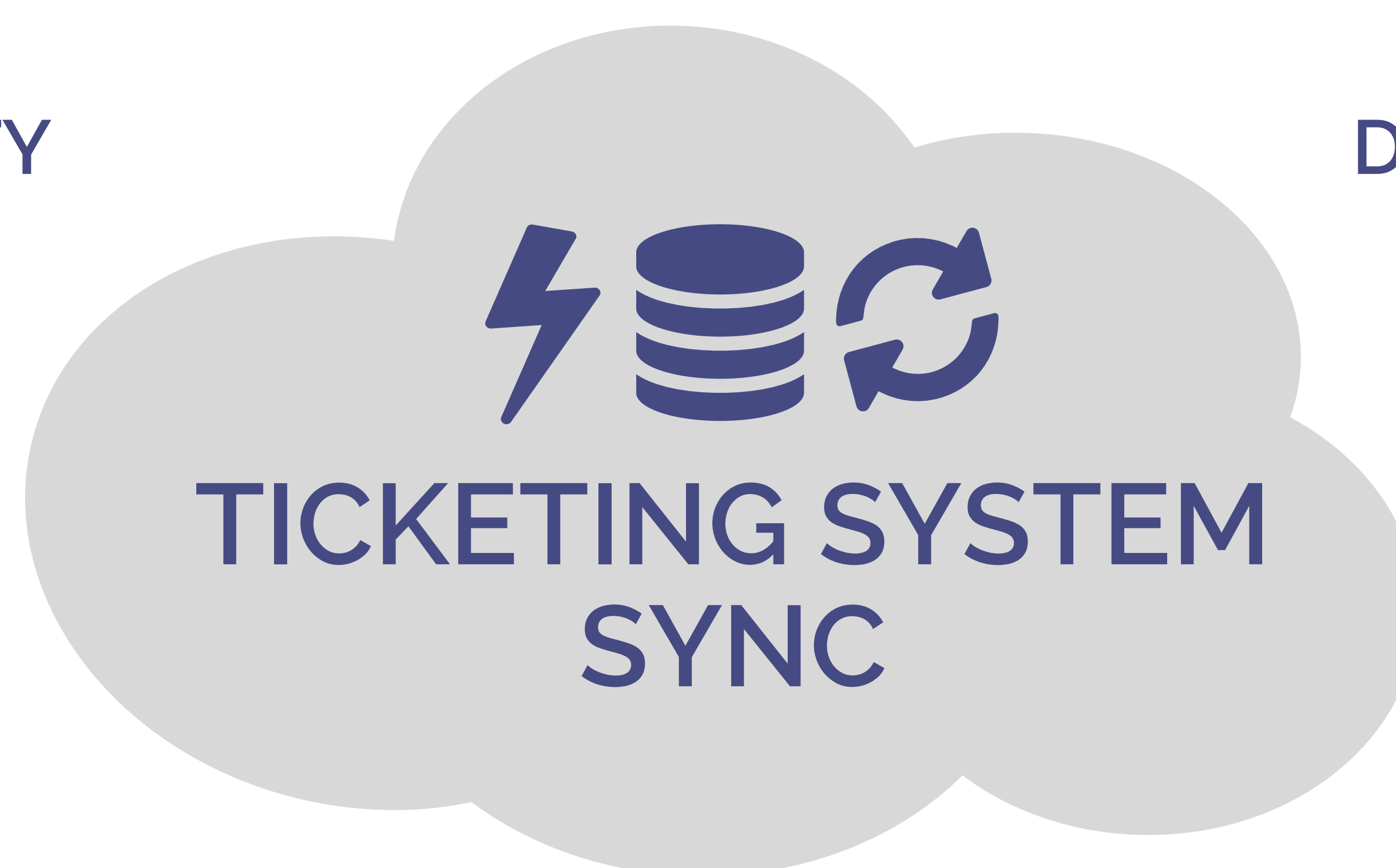


24/7 Service Desk: Per User + Per Ticket models that cover every device!

24/7 NOC: Enterprise grade network + server monitoring + remediation.

Ask us about real time threat detection + customizable NOC services.

LOWER COSTS. INCREASE CAPACITY
WITH UTILIZATION PRICING!



DETAILED ACCOUNT REPORTING +
CUSTOMER DASHBOARD



SERVICE DESK + NOC DESIGNED TO AUGMENT YOUR TEAM.

+ Dedicated Partner Manager + Customer Success Manager

+ Live Partner Support Line!

NOC KPI SUMMARY

- NOC Service Availability 99%
- **Critical Alert:** Immediate Analysis.
Work Begins within 15 minutes: 95%
- **Critical Alert:** Problem Escalation. 10
minutes for Critical Hardware, 30
minutes for Critical Applications: 95%
- **Major Business Impact Alert:** Problem
Analysis within 15 minutes: 95%

GMS FAST FACTS

- 100% North American Techs
- In Business 20+ Years
- 130+ Employees w/ Tech Pods.
- HIPAA + GDPR + PCI Compliant
- 500k + tickets handled annually!

KEY SERVICE DESK KPIs

- Avg. Phone Live Answer sub 90 sec.
- Avg. Live Chat Greeting sub 30 sec.
- Avg. Ticket Response sub 1 hr.