ITNet

PRO SERVICES

SUPPORT SERVICES

Help Desk and Technical Support

- Basic troubleshooting, password resets, software installation
- Escalated issues, remote diagnostics, hardware support
- Advanced problem resolution, system-level fixes, vendor coordination

Network Infrastructure Management

- Router and Switch Configuration
- Firewall Setup and Monitoring
- LAN/WAN Optimization
- Performance Monitoring
- Bandwidth Management

Cybersecurity Services

- Antivirus and Endpoint Protection
- Intrusion Detection and Prevention Systems (IDPS)
- Security Patch Management
- Vulnerability Scanning
- Incident Response and Recovery

Cloud and Virtualization Support

- Cloud Migration and Setup (AWS, Azure, Google Cloud)
- Virtual Machine (VM) Management
- Storage and Backup Solutions
- Disaster Recovery Planning

System Administration

- Server Installation and Maintenance
- Active Directory and Group Policy Management
- User Account Provisioning
- Software Updates and Licensing

Remote Access and VPN Support

-VPN Configuration and Troubleshooting
-Secure Remote Desktop Access
-Mobile Device Management (MDM)

VoIP and Communication Systems

-VoIP Setup and Maintenance
-Unified Communications (Teams, Zoom, Slack)
-Call Routing and Quality Monitoring

IT Asset and Inventory Management

-Hardware Lifecycle Tracking
-Software License Compliance
-Asset Tagging and Auditing

Other Services

-Training Services
-Consulting and Strategy

Contact us

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