FULLY MANAGED
IT SERVICES

vCIO
Virtual Chief Information Officer

Centralized
Services

Network Administrator

Support
Services

Fully Managed IT Services (FMS)

The Walker Group's Fully Managed IT Services (FMS) delivers a comprehensive, per-user pricing model that simplifies day-to-day IT support, strategic IT planning and budgeting. With FMS, Walker becomes your IT department and ensures the following:

- A fixed, predictable monthly spend
- Proactive monitoring & maintenance
- Easy, convenient access to help desk support
- Best practices standardization & network health review
- IT strategy & budget planning

Some of the biggest IT challenges facing organizations include:

- Lack of expertise or staff
- Unpredictable costs
- Reactive vs. Proactive approach
- Lack of long-term planning
- Business disruptions or downtime due to an unstable infrastructure
- Inadequate tools and analytics
- Limited support available/delay in resolution

Walker FMS solves these challenges by aligning your business goals with your technology needs by offering:

- Fixed monthly costs
- Unlimited help desk support
- Proactive monitoring and maintenance of workstations, servers and network infrastructure
- Analytics to assist with proactively maintaining the environment
- Full staff of certified engineers
- Adherence to industry Best Practices, standards and continuous improvement of network health
- Strategy and budget planning

Centralized Services:

The Remote Services Team keeps an eye on your systems and ensures that proper monitoring and management is in place.

- Proactive 24/7 monitoring and alerts
- Patch and update management
- Anti-virus, Anti-malware, Anti-exploit and Anti-spam protection
- Backup & Disaster Recovery management

Network Administration:

Your designated Network Administrator is a collaborative part of your team who is familiar with your network, users and technology needs.

- Regularly-scheduled, onsite health check visits to ensure your network is in alignment with Best Practice standards
- Create and maintain network documentation and network diagrams
- Keeps your systems operating securely and at peak performance
- Works closely with your vCIO team on your long-term strategy and budgeting

Support Services:

Our dedicated team of engineers are ready to help your staff with all of their day-to-day technical needs.

- Unlimited help desk support (escalations included!)
- Full team of friendly, helpful and competent engineers
- Convenient methods of submitting support requests (desktop app, e-mail, web portal, phone)
- Easy access to support ticket documentation

Virtual CIO:

Designed to bring you the level of expertise you need to help you with strategic technology decisions.

- Regular meetings and touch points to help with strategic technical, budgetary and project planning
- Helps to align IT and business objectives to maximize the return on your technology investment
- Identifies and reviews trends and analytics to help streamline support and minimize business interruption

Managing your IT can be complex and time consuming.
With FMS, we'll take this burden off of you so that you can focus on your business.

Choose The Walker Group to Simplify IT.
Contact your Walker Account Executive or Account Manager today!

(860) 678-3530 | www.thewalkergroup.com/simplify

Let Fully Managed IT Services with The Walker Group be the comprehensive solution for managing all of your IT needs.

Feature	Co-Managed Services	Fully Managed Services
Network Administrator	Limited	✓
Help Desk	Available	✓
vCIO	Limited	✓
Anti-virus/Anti-malware Monitoring & Management	Available	✓
Remote Monitoring & Management	Available	✓
Managed Firewall	Available	✓
Spam Filtering	Available	✓
Backup Management	Available	✓
Strategic Holistic Security Oversight	Limited	✓
3rd Party Patching	Available	✓
Subscription Management	Available	✓
Technology Planning	Available	✓
Escalation Support	Discounted	✓

The Walker Group