

## FlowBridge Technical Support

Small businesses succeed because of their expertise, their focus on the business, and the ability to successfully manage the details involved in everyday operations. FlowBridge Communications support staff are experts at IT systems design and management. We provide an always available on-demand technical support resource for all your computing needs so you can focus on what you do best – making your business grow.

### Key Features

- 24 x 7 Technical Support
- 24 x 7 Monitoring, Notification and Escalation
- Troubleshooting and Repair
- Change Management
- Procurement Support
- Remote Access

### Affordable Expertise

FlowBridge has years of experience designing, building, and maintaining enterprise class IT systems. We've implemented these systems as part of our support infrastructure for the same reasons as any Fortune 500 company – talented people are expensive resources and good process and automation provide great returns on investment and lower ongoing operating costs. 24 x 7 system monitoring, remote management, process automation are all part of what makes FlowBridge support affordable and efficient.

### Technical Support Services

We provide whatever our clients need to keep their computing environment running and keep hassles to a minimum. Here's a list of what we provide most often:

**Troubleshooting and Repair** – Anyone who's had a computer long enough has had to deal with problems. Viruses, mismanaged software updates, failed backups, or dropped laptops. FlowBridge Technical support can detect, diagnose, and repair any problem to get you back in business fast.

**Change Management** – Maybe you're moving to a new office, adding staff, merging with another firm, or upgrading your server. Business involves change, and technology change can be a challenge. FlowBridge can work with you to design your new system, help you pick the right technology to make the change simple, quick, and cost effective.

**Technology Assessment** – If your business is considering a technology upgrade, a new application, or company wide software upgrades, we can help. We'll work with you to understand business objectives and map them to the

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best IT system to help you meet those goals. With a range of remote hosted services, on site managed systems, custom integration and application tuning, FlowBridge can find the solution that fits.

**Procurement** – There’s a mind-numbing amount of technology marketed to business every day – and it changes constantly. FlowBridge stays up to date with the latest software and hardware so you don’t have to. And, we’ve got great relationships with Microsoft, HP, Ingram Micro and more to make sure you get the best possible prices. Ordering the wrong hardware or software and paying too much is a waste of time and money. We can make sure you get *exactly* what you need.

### FlowBridge Support Infrastructure

One of the reasons we’re good at support is because we’ve built a great infrastructure through years of providing IT services to small businesses. Some of the key components are:

**Secure Data Center** – FlowBridge systems are at a secure data center. Controlled access, backup power, backup Internet, redundant servers, and fire control systems all work together to make a very safe computing environment. Everything has been over engineered to make it a LOT more secure than the typical small business IT center – the closet.

**Monitoring Service** – FlowBridge Monitoring Service keeps tabs on client hardware, networks, and applications 24x7. We track hundreds of details from processor performance to disk usage to failed connections to keep constantly aware of system state. Alerts identify issues before they become problems and data tracked from each device (or application) improves problem diagnosis and speeds repair. Monitoring makes our technical support staff efficient and accurate – and less expensive for you.

**Microsoft Certification** – FlowBridge staff has several levels of Microsoft Certification. We’re working with the very latest Microsoft products and technology to make sure you can take advantage of new products whenever you’re ready.

### Great Technical Support – Felt, Not Seen

Business interruptions because of computing problems are an expensive hassle that sometimes seem inevitable. After a big struggle, and some phone calls, IT comes in and saves the day. FlowBridge has a different approach. Our goal is to deliver great service and be as unobtrusive as possible. Our infrastructure allows us to operate behind the scenes – updating software, running backups, delivering the latest in virus protection, and a lot more. FlowBridge would rather prevent problems than solve them, and we’d rather solve them without you seeing or hearing about it. And, of course, we are more than happy to show up in person and save the day. The main thing is to let you focus on doing what you do best - running the business.