DATABERRY

WHO MANAGES YOUR I.T.?

● WHAT ARE DATABERRY MANAGED SERVICES?

Managed Service is IT support that is designed to pro actively prevent IT failures. Ideally, IT service is about creating productivity and business value. Many businesses have become dependent on their IT systems and for many organizations, operations virtually shut down when a major IT failure occurs. Databerry's Managed IT Service programs are designed to ensure that your systems are up and running and continue to support your business processes efficiently and effectively.

Through use of our dedicated 24/7 monitoring and IT management systems, the diagnoses and resolution of any problems or issues is handled in the most expeditious and cost effective manner possible.

We keep a dedicated eye on our Managed Services customers by using our custom monitoring software to remotely monitor and manage our customer's IT. This way we can not only identify immediately when and where there is a problem but we are also in a much better position to implement a remediation strategy. Databerry understands the issues of managing technology and has developed a suite of managed IT services to provide critical IT care for a monthly fee. Databerry MSP offerings include the consulting, management services, and tools necessary to meet your organization's technology and business requirements.

>> **Managed website & web application maintenance services**
>> **Managed server environment administration services**
>> **Managed application & database infrastructure services**

SUCCESSFUL ORGANIZATIONS ARE TURNING TO MANAGED SERVICE PROVIDERS BECAUSE OF:

Limited Resources
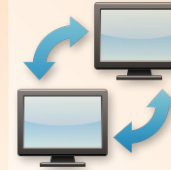
Difficulty keeping up with the rapid changes in Technology

70% of I.T. Support Budget Spent Maintaining Outdated Solutions

I.T. Can Be Problematic Ny Nature, Consuming Valuable Man-Hours

The Need For Automation & Simplification

DATABERRY

● BENEFITS

A monthly maintenance system will be put in place to ensure timely technical support, increased system stability, a centralized point of contact for all technical hurdles, and peace of mind knowing that your systems are in good hands.

√ **MyDataberry Customer Portal**
(Includes tickets, projects, billing, remote support and more!)

√ **2 Hours Per Month of Consulting**
Included with every maintenance program

√ **Flexible Billing Options**
Monthly, quarterly, yearly

√ **Free Up Your Time**
Focus on your business while we manage your technology

√ **24x7x365 Live Support**
Included with Service Level Agreements and Monitoring

√ **Critical, High, Medium, and Low response times depending on your emergency**
Replaces We respond immediately to emergency support tickets

√ **Reduced Licensing Costs**
Save money by licensing Oracle/Microsoft products through us

√ **Reduced Hardware Costs**
Better utilization, increased operational efficiency, lower investment

√ **Dynamically Scale Operations**
Heightened busines agility, accelerate business innovation

√ **Reduced Development Costs**
Virtualizatize and scale when additional resources needed

√ **Project Planning & Consultation**
We will provide in-depth analysis and a plan of action

√ **Experienced Staff**
Our technicians are specialized, with years of experience in the field

● EXPERTISE

ORACLE — Oracle Engineers

Red Hat — Red Hat Engineers

Microsoft CERTIFIED IT Professional — Microsoft Certified

CISCO CCNA — Cisco Certified & More!

● S.L.A. GUARANTEES

Those who elect to participate in a Service Level Agreement enjoy many great benefits, including:

99.9% Up-Time

1-Hour Hardware Replacement

2-Hour Data Restore Response

Up To 100% Monthly Fee Credit

● EXPERIENCE THE DATABERRY DIFFERENCE TODAY!

Databerry,is a full-service technology solutions company, offering unparalleled expertise, cutting-edge technologies, and attentive communication to our customers. Our goal is your goal, as it is our aim to provide progressive ideas that will accommodate your vision. Customer satisfaction is our #1 priority, as the strength of our business is rooted heavily in the business-to-business referrals of our customers

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● TECHNICAL SERVICES INCLUDED

We provide the following services:

√ **I.T. Project Planning**
We work closely with you to determine technological ideals

√ **Technical Support, Patches & Updates**
We will ensure your solutions are up-to-date and fully optimized

√ **Security Implementation**
We will safeguard your solutions against intruders & viruses and Internal/external threats

√ **Protection Policy**
We provide your organization with preventative policies

√ **Consultation & Installation**
We will provide installation and best-practice advice

√ **Disaster Recovery**
Our disaster-readiness plan allows for quick recovery by maintaining a throughly organized software, data, and licensing inventory. Databerry maintains thorough logs of all installations, upgrades, patches and other services performed for our clients

√ **3rd Party Vendor Coordination**
We will work with hardware engineers, customer support teams, and any other entity that relates to the client's operations

√ **Two Hours of Consultation (per month)**
We will work with the client for 2 hours every month to schedule any projects, set priorities, or discuss special client requests

√ **Setup, Configure and Maintain Database Server System(s)**
We will setup, configure, performance-tune, and maintain your database systems. Our expertise includes Oracle, Microsoft SQL, MySQL, PostgreSQL database platforms and more.

√ **Setup, Configure and Maintain Applications & Systems**
We will setup, configure, and maintain your application framework systems. Our expertise includes ASP.NET, PHP and more. We will ensure the environments perform flawlessly through updates, monitoring, programming, content delivery, plug-ins, and modules.

PROTECT YOUR BUSINESS
CALL DATABERRY TODAY
855-350-0707

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