

# Managing IT Infrastructure

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You and your staff have better things to do than fix or work around computer issues. All too often, information systems are not managed in smaller businesses. This leaves the staff to fend for themselves in a mess of confusing technology problems; ultimately resulting in lost productivity and revenue. IronOak IT Managed Services automates much of the maintenance, updates and troubleshooting of your PC's, so you can focus on what matters most; your business.

## Service Level Agreement (SLA)

Our managed services can be combined and customized into an Service Level Agreement that fits your exact IT business needs. This simplifies the management of your technology infrastructure by outsourcing it at a flat monthly fee. You can learn more about common SLA packages [here](#).

## Remote Support

Right on your system tray is your connection to supporting and maintaining your computer. Our agent is installed on each server and workstation thus automating many IT management tasks.

Keeping your business up-to-date with:

- Operating System Patches
- Antivirus & Spyware updates
- Weekly disk cleanup and defragmentation reports

Tracking changes like:

- New or removed hardware
- Unauthorized program installs
- Network & internet activity

Plus you will have access to services like

- Remote support, VoIP and text chat from our Helpdesk staff
- Web access to track all support ticket progress and resolution

To learn more about remote managed services [click here](#) .

## Onsite IT Services

We can, and do, make service calls in Calgary and Southern Alberta for all types of network and workstation issues. However, many of the issues we find could have been prevented with regular maintenance. This is why IronOak IT provides proactive computer services that keep your business machines running smoothly. Please [click here](#) to learn more.

## Offsite BackupS

With offsite backups your corporate data is safe against internal viruses, human error, and natural disasters. Offsite backup is a safe and secure way to ensure your precious data never goes missing. To learn more about IronOak offsite Backup [click here](#).