



Managed Services



# Stay Focused with Flexible Support

Today's organizations depend on technology to innovate. IT is expected to support initiatives that advance the business without sacrificing operational efficiency. Similar to a race car driver who is tasked with serving as his own Pit Crew, you must balance day-to-day management while maintaining a focus on driving your company forward.

## Sentia can help

Our managed services professionals can serve as your business IT Pit Crew. We view ourselves as an extension of your team, integrating IT services and processes with your business requirements. And we pride ourselves on looking beyond traditional strategies to fulfill your unique needs.

Sentia provides alternative solutions for managing and supporting your IT assets.

Our services have been purposely developed to meet a variety of technology needs and budgets.

We provide Level 1, 2 and 3 support for your IT infrastructure, including:

- 24x7 infrastructure management
- Remote monitoring services
- Administration



People + Technology  
Building Value

For immediate assistance, contact us at  
1.866.610.8489 or [info@sentia.ca](mailto:info@sentia.ca)

For additional details, visit  
[www.sentia.ca/services](http://www.sentia.ca/services)

Sentia is an expert advisor providing design and deployment of advanced IT infrastructure solutions. Along with comprehensive, battle-tested experience and cutting-edge technology, we bring a passion for partnering. Our goal is to build high-value systems and services to meet the complex requirements of your business, today and tomorrow.



# When it comes to selecting the right partner to provide ongoing managed services, we hear these questions most frequently:

**Our needs are likely to change over time. Can Sentia provide tiered levels of support? What if we need services that are available 24/7/365?**

Sentia's offerings are designed to flex with your IT needs and budget. Our priority is to help protect and maintain your valuable IT assets, whether you require basic SLAs that complement your in-house staff, remote monitoring or 100% remote infrastructure management. We can even design a custom solution somewhere in between.

**It's challenging for us to manage day-to-day administrative tasks and operations and still have the bandwidth for key IT projects. How can Sentia help?**

With Sentia as your IT Pit Crew, you have options. Our trained and certified IT professionals can augment your staff to manage daily IT administration. And we can integrate into your team to ensure your projects finish on time.

**We have a small team. Can you support us when our IT staff is sick or on vacation?**

We know that every person on your team is critical for day-to-day productivity. When you work with Sentia, we assign trained IT professionals who are always there to assist you.

**We're evaluating our investment in certification and training. What impact might we see if we don't have in-house trained and certified experts managing and administering our systems?**

Training and certification programs can be time-intensive and expensive with the risk of losing your newly certified staff to another organization or worse, a competitor. With Sentia, you have a choice. If your internal staff is not certified in a certain area, our team of experts can step in.

**We're unsure of our exact needs, and don't have a budget for new hires. What solutions can you offer?**

An important part of what Sentia brings to any relationship is experience and flexibility. For a fraction of the cost of a single new hire, you will have a team of experts available 24/7. If your business would benefit from IT on demand, we should talk. Our team is standing by to support your IT needs – whenever you need us.

**We need help in reducing operational costs. Any ideas?**

Definitely. A partnership with Sentia can help your organization increase efficiency and innovation while reducing your overall IT spend. And some businesses are able to shift capital expenses to their operating budget.

## Let's Build Value Together

Call for a complimentary assessment. We're ready to discuss how working together can make the most of your IT and personnel assets, and provide the support and flexibility you need to focus on business success.





## Assessment and Advisory

- Server Consolidation
- DR Readiness
- Storage Consolidation
- Network
- Cloud Readiness
- Network Security
- VDI Readiness
- Wireless
- Backup and Recovery
- BYOD



## Sentia Cloud Services

- Managed Hosted VM's
- Hosted Email
- Business Continuity as a Service (BCaaS)
- Hosted Disaster Recovery
- Cloud Backup
- Cloud Storage



## Managed Services

- 24/7 Remote Monitoring, Support and Administration
- Servers, Storage
- Exchange
- Network - Edge, Core, Wireless
- VMware
- Desktop
- Backup Services
- Anti-Virus



## Implementation and Integration

- Next generation Server and Storage Virtualization
- Converged Systems
- Backup and Recovery
- Networking Security, Wireless and BYOD Devices