

TECHNOLOGY PLANNING & MANAGEMENT

“We are proud to partner with Solve IT who offers collaborative, exceptional customer focused services. Their highly qualified team of professionals works closely with us to streamline our operations and provide dependable, high quality computer services in our organization.”

—Cathy Bealer, RN, MHA
CEO
Hematology Oncology Centers
of the Northern Rockies

Maximize Your Technology Investment

Your company has made, or is considering making, a strategic investment in implementing technology solutions to address and streamline your business needs. Effectively implementing and supporting these solutions can be extremely challenging for any business. Solve IT understands these challenges and can help your company get the most from its investment in technology.

Business Focused Technical Expertise

At Solve IT, we have the expertise and experience your company needs in order to maximize your investment in technology. Our project management and engineering staff have extensive knowledge of the core technologies that serve as the foundation of these systems. Our team will work with your business to understand your specific needs and provide the necessary level of implementation and support services including:

- **Business & Technology Assessment** – Review your current operations and technical infrastructure in order to develop a comprehensive plan based on your business needs.
- **Network Stabilization** – Implement the necessary changes and technologies to establish a stable working environment for your company.
- **System Integration** – Integrate all of your associated systems to effectively work together in your business.
- **On-going Support & Maintenance** – Provide a customized level of service to ensure the continued operation of your systems including help desk, 24x7 monitoring, and after-hours maintenance.
- **Technology Planning & Management** – Provide on-going oversight of the necessary technology initiatives based on your company's evolving business needs.



CASE STUDY

Client Overview:

- Family law practice with three (3) attorneys and twelve (12) total staff
- One (1) office location + remote home users

Needs:

- Experienced IT team to support aggressive business plans
- Technology infrastructure upgrade including new server, PCs, integrated T1 for voice/data communications and managed backup
- Electronic imaging and document management for more efficient handling of client information
- Dependable and flexible IT foundation that could support current and future business needs

Solution:

- Serve as Chief Information Officer providing on-going guidance
- Develop comprehensive technology strategy and plan
- Analyze, scope, and implement business line applications and document management systems
- Re-architect network & upgrade equipment/systems
- Implement security policies and secure remote access
- Provide on-going onsite & helpdesk support
- Provide 24x7 monitoring of servers and critical systems, ongoing maintenance of servers and PCs, and continuous image-based backup onsite and offsite for efficient, time sensitive disaster recovery

About Solve IT

At Solve IT, we are your single source for technology-based solutions to manage and grow your company. Understanding your business and its challenges is our first priority. Based on your evolving business needs, we work with you to develop a comprehensive plan that anticipates your current and future technology needs. With your plan in place, we then work with you to implement the appropriate technologies at the appropriate time.

OUR GOAL IS TO ESTABLISH A LONG-TERM RELATIONSHIP WITH YOU AS A TRUSTED PROVIDER OF TECHNOLOGY SERVICES THAT DELIVERS CONSTANT VALUE TO YOUR BUSINESS.

With our approach, we enable you to focus on the most important thing – managing your business. Our approach ensures that the necessary technology solutions will be in place BEFORE they become a critical issue in the operation of your business.

Solve IT knows what's important to you as a business – value and return on your investment. Because of this, we have structured our approach and solutions to provide you with tangible value on your technology investment. We strongly believe that our focus on generating value for our customers is critical to not only your long-term success, but ours as well. It is through our value generation that we believe customers will prefer to work with Solve IT on a long-term basis.

“From day one, Solve IT was able to come into our Intellectual Property law firm, quickly assess our needs and make suggestions as to how our network can operate more efficiently. Over the years, they continue to offer us valuable recommendations by keeping current with advances in the IT industry and passing information specific to our needs on to us. In addition, Solve IT keeps our network running 24x7 with their on-going monitoring and maintenance as well as on-site and remote support when needed. Their customer service is excellent with calls and emails answered almost immediately and problems resolved without delay.”

—Mary Ann Holland
Office Administrator
Swanson & Bratschun, LLC



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