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IT Support Should Always Mean Complete Care

Complete care IT support is always there for your company, working to keep your business effective and profitable by simplifying the technology and services you need to operate. Managed IT support services can take your business to the next level with proactive monitoring and management that reduces your downtime and improves productivity.

At Certus Technologies, we have leveraged Cloud computing and a huge diversity of applications to offer a top-of-the-range service that goes far beyond the 'reactive' IT support that many have come to expect. What companies don't realize is that compromising on IT support can hinder their success.

When IT support is lacking, clients will quickly become frustrated. With the complete care offered by managed IT support services, there's nothing to worry about – you can outsource your IT at a predictable, affordable monthly rate, and focus on business operations instead.

Certus Technologies is proud to offer our clients the best in managed IT support services. Your company's success is our company's success. We examine every client's IT needs with the attention to detail that tailor-made care requires.
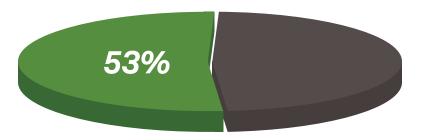
What Are the Benefits of Managed IT Services?

Managed services save companies money, often through reducing a business' IT department expenses. Smaller companies often cannot afford a full IT staff. Even if they have a few people on board, they are likely tasked with a heavy workload. Instead of having to pay overtime or trying to cut costs elsewhere to bolster your IT staff, you can turn to managed services to both reduce your IT expenses and improve your IT performance.

Keeping costs low is important to companies – in a Computerworld survey, 53% of the IT professionals surveyed said that containing costs was among their top priorities. If you want to stay competitive, you need to focus your IT spending on proven solutions. Joining the ranks of those who outsource their IT support is one easy, effective way to achieve better function for lower cost.

Opting for managed IT support is proactive and forward-thinking. It puts your business in a position to mitigate threats or problems before they can impact efficiency, profits, and, most importantly, customer satisfaction. With complete care, you do not need to worry about whether or not your IT department can react quickly to issues – instead, you can rest assured that your outsourced IT support professionals have anticipated your requirements, mitigated your risks and automated the monitoring and remediation of IT problems.

53%

*53% of the IT professionals surveyed said that containing costs was among their top priorities - **Computerworld***

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Outsourced IT Support Is Taking Off

Industry research shows that outsourced IT support services are becoming the standard choice. In particular, a 2015 Business Solutions Magazine survey showed that 30% of managed service providers saw an increase in managed services revenue between 25 to 100 percent, showing that the demand for managed IT support is indeed growing. At Certus Technologies we have found that people want reliable, affordable, predictable IT support. Outsourcing is the obvious solution for our growing client base.

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Just because people are turning to outsourced IT, does it show that managed services are effective and satisfactory to clients? The research says yes.

A Whitelane Research study showed that 89% of surveyed clients were satisfied with their outsourced IT support contracts. Our happy clients are proof that we save them money, simplify their systems, and feel confident in the IT support they're receiving.

Because outsourcing your IT support takes a huge burden off your internal staff, you are likely to be pleased with the results of turning to managed services. Between saving money, improving efficiency, and having the time and freedom to focus on other profitable projects, the benefits of managed IT support can make your company feel like a whole new workplace.

Certus Technologies is Here to Help

With Certus you are not just getting anybody working on your IT infrastructure – you're getting specialized IT support from highly trained technical support specialists. With education, experience, and quick thinking, these specialists can manage all aspects of your IT infrastructure without issue.

We serve multiple industries and have something to offer every type of company.

The benefits of managed IT support are numerous, from less downtime to improved customer service. When you have professionals managing your IT, you are sure to see benefits, from improved customer satisfaction, to a better return on your IT spend and increased cyber security.

Certus Technologies will cover every aspect of managed IT support services. We will work with you to create an IT plan that addresses all of your needs and makes the most of your budget. Contact us today!

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