IPitimi

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Allow IPitimi to take the guess work out of your IT management, with our all-inclusive Helpdesk service!

Helpdesk management includes:

- ☑ 24x7 support via phone, email, chat and remote control desktop
- ☑ Desktop management for Windows and Mac
- ☑ Incident management for all supported devices below

- ☑ Proactive, routine upgrades and fixes
- ☑ Great communication from our experienced Help Desk Representatives
- ☑ Quality assurance monitoring

Contact sales@ipitimi.com for a free assessment and proposal!

Items supported:

Hardware

Desktop, laptops, peripherals (Keyboard, Mouse, PC Monitor and Docking Stations), Printers (Windows configuration set up, toner replacement and best reasonable

Software

Current commercial versions plus 2 versions back, unless no longer supported by the software manufacturer/developer.

System Software	Application Software	Security Software	Internet Browser	Utility Software
Operating systems	Microsoft Office suite	Norton	Google Chrome	7-zip
Drivers	Office for Mac	McAfee	Internet Explorer	
	Adobe Acrobat	AVG	Firefox	
	Open Office	MS Security Essentials	Safari	
		Avast	Opera	

Operating Systems

Windows, Apple and Ubuntu Operating system, current version plus 2 versions back, unless no longer supported by the software manufacturer/developer.

Mobile Operating Systems

Android, Apple IOS, Blackberry and Windows Operating system, current version plus 2 versions back, unless no longer supported by the software manufacturer/developer.

Out of Scope Hardware, Software and Operating Systems

1. Networking: Cisco, Juniper, HP, Sonic Wall, Checkpoint, FortiGate, Watch Guard
2. Virtualization: VMWare, Citrix, Microsoft, KVMware manufacturer.