

Let's Connect

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CoTech
SOLUTIONS



MANAGED SERVICES

Gain peace of mind with 24/7 support.

The best type of IT problem is the one you never hear about. CoTech's managed Service experts work directly with your team, complementing and enhancing your existing operations with both in-house and outsourced services. We use proactive monitoring and remediation, often resolving issues before they happen, so you'll see reduced downtime and fewer staffing expenses.

We provide:

- **24/7 service from certified experts**
- **Incident management, including 15-minute response time**
- **Extended IT functionality**
- **Performance reporting**
- **Automated, continuous monitoring**
- **Quarterly Business Reviews (QBRs)**
- **Strategic IT planning**

Questions to consider:

- How well can you maintain your current environment with internal resources?
- Is your staff spending too much time on support?
- When was the last time a technology issues disrupted your business?
- Do you have tools and processes in place to prevent issues before they happen?
- Have you had issues with slow incident response times?

WHAT SETS US APART:

- **Expertise in customized and complex call centers**
- **Monitoring tools to find issues proactively**
- **Real-time visibility and response**
- **Support for advanced and complex technologies (i.e., SD-WAN, Cisco ISE, Cisco ACI and Cisco Contact Center)**