

CM Inc. Technical Support Services

WHAT YOU NEED TODAY...TO KEEP YOU GOING TOMORROW

Some Common Small Business IT Misconceptions

Outsourced IT support is unaffordable

Desktop computers don't need regular maintenance

Our firewall protects us from viruses, hackers, malware, etc.

Microsoft products will look after us

My cousin / son-in-law / neighbour provides all the support we need

Upgrades are expensive and will cost much more than they are worth

Affordable Outsourced Support

- IT Outsourcing is now a reality for all sizes of businesses! Better technology, the Internet, lower bandwidth costs and companies who specialize in this field all make outsourcing a serious discussion topic inside every organization. CM Inc. offers affordable and flexible IT Outsourcing which fits into any business environment or culture.
- You pay a flat monthly retainer based on the number of employees, number of servers, required service levels and other factors. Fees are adjusted to suit changing budgets, evolving business needs and technical challenges.

Full Services

- CM Inc. provides computer/server, network and telephony support services. We supply day-to-day user support on-site or through the Web, focusing on small and mid-sized clients in Toronto and the GTA.
- Our most common service package includes: Server Monitoring, Data Back-Up, Help-Desk, and rapid response On-Site Support - we understand your urgency!

Network Support

- Computer Networks have evolved well beyond the comprehension of a part-time network administrator. To properly manage and maintain today's technology you need knowledgeable network and server support from technical people that understand the workings of your equipment. Our technicians are skilled at supporting your network and bring a wealth of knowledge from the other accounts they support on a daily basis.

Computer Support

- Desktop computer support has become an enigma for most small businesses. With several versions of operating systems and virus software found on a variety of machines throughout the office, it is hard to keep ahead of the latest spyware or pop up installed on these mission critical desktops. Our technicians clean your systems, removing these types of annoyances. We upgrade and install new software either remotely through the WEB or on-site, for PC and Apple.

Contact **Yuri Novikov** (905)475-2248 info@cmigroup.com

please flip over

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So... What's in it for You?

You focus on what you do best - running and growing your business.

You save \$\$\$! - Instead of paying for internal, expensive IT support, you pay for what you need, just in time instead of just in case.

You get access to top-notch, experienced staff you would not normally have access to.

Your computers and network run better and smoother than you thought possible - saving time, effort and money!



PCSI's Services

Customer Service is the most important product we have!

We pride ourselves on understanding your business requirements and your sense of urgency when you call.

Managed Services

The majority of our clients engage in an on-going proactive maintenance program with us.

Here PCSI uses a combination of experienced technicians and the latest technology to proactively maintain and monitor your servers and network remotely.

Pre-scheduled maintenance visits, if required, give you the peace of mind that your technology is working and that someone familiar with your IT environment is available in case of emergencies.

Access to an experienced Help-Desk and prompt on-site and remote services are included.

Time & Materials

Clients looking to temporarily address specific IT needs or require Project Planning and Consulting can opt for an hourly charge for specific services rendered.

Discounts are available for block of time purchases.

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