

Co-Managed IT Solutions

Office1's Co-Managed IT (CoMIT) services establish a collaborative alliance between your company's internal IT department and our team of IT professionals, enabling you to harness our expertise while retaining control over crucial aspects of your IT infrastructure. These services encompass essential tasks such as network monitoring, cybersecurity, helpdesk support, and infrastructure management, offering you flexibility, scalability, and cost-effectiveness. The options within CoMIT offerings are meticulously tailored to meet your specific requirements, with pricing structured according to your business needs and the level of support you require.

Solutions

End User Support (Tier 1)

- Password Resets
- Microsoft Office Support
- Apple Support
- Install Approved Software
- Remote Hardware Troubleshooting

Server and Infrastructure Support (Tier 2)

- Advanced End User Support (Tier 1 Escalations)
- Server Management
- Root Cause Analysis
- Firewall and Switch Management

Consultation and Planning

- Strategic Planning to Align IT Goals with Business Objectives
- Define Project Scope
- Assign Responsibilities
- Identify Key Milestones

Managed Security Services

- Implementation and Management of Security Tools
- Threat Detection and Removal
- Incident Response
- Advanced End-User Phishing Tests
- Security Awareness Training
- Automated Pentesting
- Advanced Email Filtering
- DNS Filtering
- Managed SIEM
- Next-Gen Anti-Virus Monitoring and Management

Shared Support Tools

- Remote Access
- ConnectWise Scripting and Automation
- Privilege Elevation Management and Application Whitelisting

Are you ready to optimize
your IT operation?

Let's Connect