



Managed IT Services



Traditional Phone
System and Hosted IP
Telephony



Mobile Computers



Server Hosting and
Co-Location Services



Wireless Network
Services



Network For Selected People



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Managed IT Services



Before We Migrate:

- A thorough assessment of Customer network, servers, existing security policies, SNMP system analysis, existing helpdesk service and protocols, including key applications
- Initial assessment requires a minimum of 30 hours to complete
- Interviews and/or meetings with management, employees, IT manager, and assigned single point of contact
- Time to train employees on QueryTel's HelpDesk support system

Expertise:

IT Strategy Planning

- 10+ years of experience in strategic IT planning (Propose, Test, Evaluate, Test, and Implement)
- Primarily focused on employee efficiency and security

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Managed IT Services

- Reducing overall cost of IT infrastructure while providing top-of-the-line products and services

Network And Email System Monitoring

- 10+ years of experience in 24/7 device monitoring via SNMP Alarm Tools
- All users are responsible for sending issues to support (training provided)
- Remote monitoring of potential outages and service interruptions with proactive communication

Technical Support

- On-site and remote support available for all locations
- 15-minute first response times via HIPAA compliant support tool 'LogMeIn Rescue' software



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Backup And Disaster Recovery

- On and off-site backup options available
- Disaster Recovery Plan can be formulated with Customer IT manager, after reviewing existing plan

Procurement Management

- Dedicated Account Representative will be provided for procurement services

Warranty, Break Fixes and Installation

- Installation and maintenance services will be provided via our premium same day on-call service offering for critical issues

Reporting And Communication

- Automated reports are constantly generated via QueryTel's Freshdesk ticketing system available 24/7
- IT Policy Review And Development
- Unit Evaluation And Testing
- Asset Inventory Management

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- Experts on Grandstream, Nortel, Avaya, and Cisco Pbx's system
- Experts on Hosted Phone System Solutions
- We perform mandatory network assessment before offering Hosted platform
- Centralized management and advance replacement on defective products

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Mobile Computers

Mobile Computers Managed Service:

- Centralized device management and provisioning
- Inhouse repairs for OS flashing
- Track hardware repairs between customer and service depot
- Manage maintenance renewal contracts
- Special pricing on new rollouts



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Server Hosting And Co-Location Services



- Complete Server and user management
- Hardware management
- Virtualization and Data Center co-location
- Remote and onsite Desktop Support
- AWS
- Azure

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Wireless Network Services



- SNMP alarm monitoring for all network devices
- Separate virtual network for handhelds
- Network management
- Move/Add/ change wireless access point
- Inhouse maintenance of all Cisco access points
- Offer Special pricing on New installs and Upgrades

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