CMA
Technology Solutions

C⊙mpass™
Managed Services By CMA

Proven Support.
Strategic Leadership.
Exceptional Business Results.

Your IT problems solved proactively and efficiently.

Centralized Services
Remote Support
Network Administration
Technology Consulting

Since 1984 CMA Technology Solutions' mission has been to solve customer business problems with today's technology, and we know that solving business problems requires best practice processes and skilled personnel, in addition to technology.

CMA Compass delivers all three required components for your success – People, Process and Technology, and with Compass you will gain over two decades of experience. Our experience will help you deliver exceptional business results.

Improve Your Business Performance: As a small business owner, we understand your attention must be on the "business of your business" and not the technology that supports your business. Yet few businesses can operate without technology, and that technology is becoming increasingly difficult to manage. CMA Compass will allow you to focus exclusively on what matters most - the growth of your business.

Worry-Free Technology Support: While you focus on the growth of your business, CMA will apply our Best Practice Model for service excellence and then mold it to your computing environment. Give us your IT headaches and we will resolve them, allowing for your transition to worry-free technical support.

Protect Your Business: Company data is important to the on-going vitality of any business. Yet the loss of this data is often cited as a primary reason for small business failure. With CMA Compass you no longer need to be exposed to this risk. CMA deploys proven and reliable processes for performing daily backups of your critical company information.

Future-Proof Your Business: What two technology promises are always kept? Technology will always change, and that pace of change is rapidly accelerating. Having a partner who can decipher the technology developments that are relevant to your business is important. CMA's virtual CIO will meet regularly with you and your leadership team to discuss how to position your future business growth by leveraging emerging technologies.

Happy Users are Productive Employees: Ensuring your team is as productive as possible means bottom line performance improvement. CMA Compass will deliver an exceptional and unique experience to your employees. Our goal is for your employees to be delighted with our support and our goal for you is not worrying about the support your employees receive.

CMA Compass

Infrastructure

Centralized Services

- Service Desk Ticket Management
- Daily Data Backup
- CMA FastCloud Hosted Email
- Anti-Virus & Malware Management
- Infrastructure Management & Alerting
- Patch Management & Software Updates
- Mobile Device Management

Network Administration

- Proactive Analysis and Support
- System & Device Trending and Analysis
- Industry Best Practice Adoption
- CMA Policy and Procedure Assurance
- Change Management Process Adoption
- Proactive Reporting & Review Process

Virtual CIO

- Business & Technology Planning
- Technology Budgeting Assistance
- Project Planning Advisory Assistance
- Technology Advocate
- Licensing Review Support & Consulting
- Life Cycle Management Consulting

Remote Support

- Initial Hardware Installation
- Service Desk Remote Help
- Basic User Education & "How-To" Support
- Technology Refresh & Deployment
- As Required On-site Support

Strategy

Support