

VINCOVI SERVICES

We provide responsive, quality IT solutions to Calgary, Airdrie, Three Hills and the surrounding areas. Our unique EssentialCARE™ service plans provide fast response times, and our project services provide expert IT help at an affordable price. Professionalism and reliable customer service is our standard.

Here are a few ways in which we take care of your IT needs:

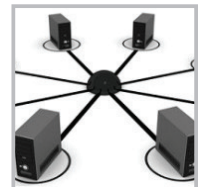
1 DESKTOP SUPPORT

Our desktop support technicians are available around the clock to respond to support calls or incidents logged in our efficient online ticketing system. Technicians respond initially by using remote support, but when the situation requires it, a technician comes on-site. Regular face-to-face IT check-ups and satisfaction surveys ensure you are pleased with the quality of the desktop support you are receiving.



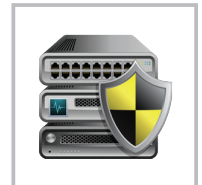
2 SYSTEMS MANAGEMENT

We make our expertise in system and network technologies (such as email, servers, cloud, wireless, printing and remote access) work for you.



3 DATA PROTECTION

We offer cost effective solutions to make sure your information is backed up securely. We ensure that backups are run properly and consistently, and monitor those backups on a daily basis.



4 IT PROJECTS

We plan, manage and implement all your technology projects. We promise to meet your stated objectives, on time and on budget.



We pride ourselves in delivering services that increase your productivity, helping your business run more efficiently and effectively. We are your IT department.



Leave IT to the professionals.

403.924.4357 • sales@vincovi.com • www.vincovi.com

ESSENTIALCARE™ SERVICE PLANS

Keeping your technology safe and up-to-date is not a one-time job. Our EssentialCARE™ service plans deliver peace of mind for all your technology data and infrastructure at an affordable price. Knowing your computers are safe and maintained saves you stress, letting you focus on what you do best. We offer plans that secure your workstation, optimize your servers and network, and keep your data safe.

1 ESSENTIALCARE™ WORKSTATION

You don't have time to keep up with all the latest anti-virus software or Windows updates, but you can't afford not to, either. Our EssentialCARE™ Workstation solution delivers enterprise class anti-virus, patching, and alerting. It's maintained 24/7 by our Network Operations Center. Rest easy while we keep your computers secure.

2 ESSENTIALCARE™ INFRASTRUCTURE

Our EssentialCARE™ Infrastructure solution ensures that your servers and other vital network devices run at peak performance. This includes being proactive about general maintenance tasks, monitoring and alerting. Because we know your IT environment, we are quickly able to handle any issues that occur, considerably speeding up recovery times.

3 ESSENTIALCARE™ DATA PROTECTION

When was the last time you ran a full backup of your data, and then tested the data to make sure it retrieves properly? EssentialCARE™ Data Protection means we monitor your backups on a daily basis. Problematic backups are brought to our attention, and we determine the cause of the problem, and make adjustments to ensure that the next backup runs successfully. In this way, we ensure that a clean, consistent copy of your data is maintained. We also perform file integrity checks to confirm that the backups are valid, and periodically conduct test file restores.

Rates vary based on your needs. Please contact us for pricing.



Leave IT to the professionals.

403.924.4357 • sales@vincovi.com • www.vincovi.com