Reduce your maintenance costs and increase productivity.

Our Managed Services encompass a complete IT service plan that is tailored to meet our customers' needs. We have the ability to completely manage your IT environment or supplement your current staff, and our programs are designed to reduce IT costs, improve performance of the network, and assure a consistent level of service. With our staff of top level engineers and analysts, we will present the best solutions for your business as your company evolves.

4 Levels of service to meet your IT needs.

Essentials -
Essentials level is designed to provide comprehensive remote monitoring of network infrastructure (on-premise, cloud) and end-user devices. This service is essential for organizations that require reliable IT infrastructure support but prefer to manage their incident response. It ensures that all critical systems are continuously monitored for performance and potential failures, allowing for proactive management and maintenance.

Pro -
Pro level complements existing monitoring and break-fix services. It includes 24x7x365 Help Desk Services staffed by experienced IT professionals, providing phone and remote user support for PC hardware and software issues, complete call management, software hotfixes, and online reporting. The Pro level ensures predictable service costs and secure remote support with virtual deskside assistance.

Pro Plus -
Pro Plus level offers full IT Managed Services including on-site remediation and monthly update meetings. It encompasses all features of the lower tiers, such as 24x7x365 Help Desk Services, remote monitoring, and management of network infrastructure and end-user devices. Additionally, it includes proactive monitoring, patching, and upgrades of infrastructure, as well as support for hardware issues, break/fix, and setup of new hardware and software. Questions regarding client-specific software that are not part of the Microsoft stack will require a support agreement with the software vendor.

Enterprise -
Designed for large clients who needs to add to their IT team to free up personnel for important projects without taking on more head count or want to use it for a temporary project.

With AllMange you will have access to our Customer Success Team

The All Lines Technology customer success team provides managed service customers with a partnership that not only addresses immediate IT needs but also supports long-term business goals, ensuring a secure, efficient, and strategically aligned IT infrastructure. This team plays a crucial role in ensuring that managed service customers receive exceptional service and support. The team's proactive approach in understanding and applying the right solutions to meet clients' objectives is a key benefit for customers. They serve as trusted advisors, investing time and resources to retain clients and help them navigate challenges effectively

All Lines Technology

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AllManage
All Lines Technology

Network Equipment | Storage | Servers | End User Devices	PRO PLUS	PRO	ESSENTIALS
Asset Management	✓	✓	✓
Monitoring 24x7	✓	✓	✓
Proactive Alerts	✓	✓	✓
Client Portal Access	✓	✓	✓
ALT Generated On Demand reporting	✓	✓	✓
Configuration Backup	✓	✓	✓
Anti-Virus Verified	✓	✓	✓
Disk Space Monitored	✓	✓	✓
Backups Monitored/Verified	✓	✓	✓
Windows Event Logs Verified	✓	✓	✓
Windows Updates Applied Monthly	✓	✓	✓
Incident Priority Management 24x7	✓	✓	
Incident Response Management 24x7	✓	✓	
Remote Manufacturer Vendor Management	✓	✓	
Remote Service Provider Management 24x7	✓	✓	
Access to Help Desk Services 24x7	✓	✓	
Remote Remediation 24x7	✓	✓	
On-Site Remediation 9x5	✓		
Anti Malware (Network Equipment Only)	✓		
Monthly Client Meetings	✓		
Quarterly Client Meetings		✓	

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