

# The Best IT Department a School Can Have

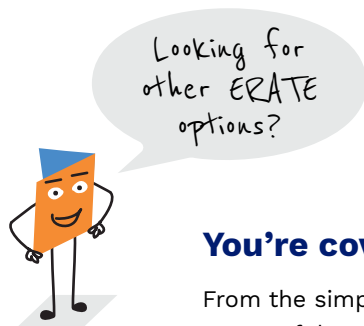
CTS Managed IT Service Packages

Just imagine a world-class IT team, seamlessly woven into your educational environment. You pay a simple flat rate, and you're covered for everything from SmartBoard issues to network outages—whatever it takes to keep your school humming smoothly. The cost is predictable, the support is superior, and you're free to focus on teaching.

## There are 3 simple ways to engage with CTS:

Regardless of which package you select, you are covered for core network infrastructure maintenance. This includes:

- 1. The Essentials Package (ESS)** - Our core offering which keeps your mission-critical systems updated, monitored and healthy. This includes ERATE maintenance support for eligible devices.
- 2. The Essentials Plus Package (ESS Plus)** - The Essentials Package plus a comprehensive IT management platform your team can use to manage the day to day operations.
- 3. The Total Care Package (TCP)** - our most popular package, covering all things IT for your staff and facility.



## You're covered.

From the simplest elements to the extra mile that separates mere technical support from ensuring successful outcomes for educational organizations that run on technology, CTS covers all the gaps:

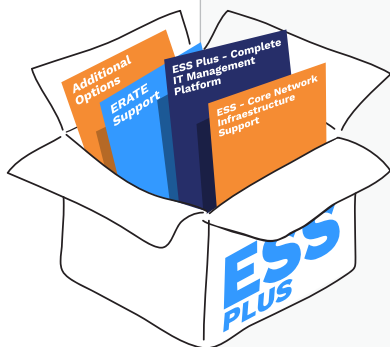
**IT Asset Inventory and documentation | IT Budgeting | Support Desk 7:30am-6pm | Network Monitoring 24x7x365 | Senior Engineering Support As Needed | E-Rate Planning Support | Quarterly Technology Reviews | Service Metrics and Reporting | Trend Analysis for IT Issues | Product Advisements and Roadmapping | Industry Alerts | Anti-virus included**



## CTS Essentials Package

**When you have the day to day already covered:** You have your own IT resources that's responsible for day to day operations in the organization but need a strategic technology partner to keep your mission critical systems running. You may also need to offload tickets and tactical items during high demand or when key staff are unavailable. You also want a partner that can advise you on long-term strategic road mapping. The Essentials package lets you ebb and flow with support load at the tactical level, but also collaborate with someone a strategic level that is tracking the latest technology trends, can do intensely complex work like elaborate firewall rules, and/or make optimal use of ERATE dollars.

- **Servers, Phone Systems:** Maintain smooth operation of any virtual or physical server or phone system so you can leverage advanced functionality and reduce risks from security breaches. Backups locally and to the cloud ensure your data is always secure and recoverable. Make any needed enhancements to the configuration as requested by your team (e.g. deploy a new printer or auditing file movement). Recurring user provisioning and account entitlements ensure proper levels of access are added or removed as members join or leave your team.
- **Network Devices (including ERATE eligible devices):** Your people require the conduits they use to move information in order to do their jobs. Maintain your IT infrastructure hardware seamlessly in the background without lifting a finger. We maintain continual connectivity, monitoring devices for uptime & remedying issues, and keeping all device firmware current. From wireless access points to firewalls and remote storage, your stuff just works.
- **Internet Connection Mgmt:** Your staff never has to get between your ISP and the IT team deciding who is right. Working with the ISP is time-consuming and requires patience and deep technical knowledge. We maintain the ISP relationship and take over management and monitoring (incl: bandwidth monitoring) of all hardware connecting to the ISP, including ISP provided hardware. We do the configuration, ensure functionality, and the transitioning out of obsolescence.



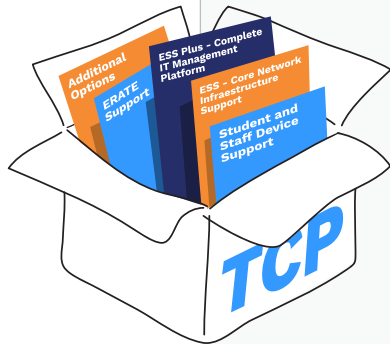
## CTS Essentials Plus Package

**Everything in the Essentials Package + Management Platform**

**The Essentials Package plus our complete IT management platform for your team:** You want a technical platform and to develop your team to use the right toolset chosen by experts, without having to rely on us for day-to-day support. Access to our help desk (on a metered basis) ensures your team can handle any complex problems that arise with the platform suite.



TCP is our most comprehensive package. Over 90% of schools we work with choose TCP.



## CTS Total Care Package

### Everything in the Essentials + Management Platform + End to End Support

With CTS's Total Care Package, no matter what IT issue or devices you have, it will be covered under a flat rate. From wireless connections to IP cameras. You never worry about being over budget for support. Total Care is a strategic way to remove IT and support as an impediment to your mission. Close your eyes and call CTS and let the Total Care package solve your problem.

- **All your classroom and staff devices are supported:** Putting all devices on our *device management platform*, regardless of operating system (Windows, MacOS, iOS, ChromeOS) ensures easy and comprehensive deployment of security updates, managing settings, deploying software and apps, printer management, managing Google Apps or Office 365, and creation of technology SOPs. Let us do the work, and your devices are seamlessly managed across your staff and student network.
- **For complex day to day tickets:** we're your line of defense. We have the right tools for testing and analysis, manage all hardware repairs, and we apply the best practices that can fall by the wayside (from antivirus and device updates to maintaining an inventory of all devices and their update status).
- **When you don't have an IT person on staff:** you can rely on CTS to provide full help desk support to all students and staff members as well as keep the core IT infrastructure up and running to sustain and maintain day to day operations.
- **When your technical infrastructure has grown large and complex:** You have technical leadership but don't want to hire the full range of IT skills internally, and it makes sense to partner with a managed services provider. We have the breadth of capabilities to handle everything from day to day items, to project consulting, to maximizing ERATE dollars.

## Some select add-ons for any of the CTS Packages...

**CTS has developed a bouquet of add-on services that can enhance any of our Managed IT packages. Speak to us about your specific needs - there's a good chance we offer it. Our most popular add-ons are:**

- **Onsite Days:** Sometimes or frequently you need in-person support with a face on it—someone to walk into a classroom with whom the teacher can have a conversation. Staff may even have mild technical issues they don't immediately report. We send an engineer to your facility for a pre-scheduled day who builds relationships with your users in person, solves their technical issues, and takes care of anything that requires hands-on touch. [opt: We'll make a recommendation on how often based on the size of your organization.]
- **Anti-theft software:** Locate and protect your investment, so expensive equipment can't just walk out the door.
- **Email and File Storage backups:** Foil ransomware by keeping a separate mirror of all your important files.
- **Workstation backups:** Recover sensitive, confidential documents regardless of why they were lost.
- **Student Monitoring Software:** Understand what is keeping learners engaged, while being alert to harmful activity.

## Give Your School the Superior IT Support It Deserves

Preeminent professionals. Superior support. Capped costs. An educational organization equipped to excel. That's our promise to you.

**Take the next step.** Schedule a one-on-one consultation today to learn more about how CTS can partner with your organization to deliver managed IT services worthy of your educational mission.

