



Managed Services

AT-NET's managed services solutions put the focus of your IT back on driving your business while also reducing your costs. Our solution also provides cost transparency & predictability, improves business agility, smooth migrations to future technologies, reduces risk, & provides a consistent high level of service.

We offer services such as alerts, security, patch management, data backup and recovery for different client devices: desktops, notebooks, servers, storage systems, networks and applications. Offloading routine infrastructure management to an experienced managed services professional lets you concentrate on running your business, with fewer interruptions due to IT issues.

Capabilities

- 24x7 Customer Assistance Center
- Desktop Support & Off Site Backups
- Outsourced IT Department
- IP Phone & Server Hosting
- Bandwidth Providing
- Monitoring, Anti-Spam, & Maintenance
- Risk Assessments

24x7 Customer Assistance Center

We offer enterprise help desk support to all of our customers. Our Customer Assistance Center (CAC) operates on a 24 x 7 basis, 365 days per year. Get peace of mind and protect your network investment at a price you can afford.

Our CAC addresses customer questions, troubleshoots hardware and software problems, performs surveys, takes parts orders and provides an initial point of contact for marketing calls. Customer inquiries can be initiated via telephone call, the Internet, file transfer protocol (FTP), e-mail, or fax. We track and report CAC activity as a valuable management tool to identify trends, make improvements and increase productivity.

Our experience enables us to solve customer problems quickly and effectively, regardless of the situations or demands under which they are recognized.

Kevin Pak -Hampton County

"In short, AT-NET has provided a great solution for me and has helped me a great deal the past few years. It's easier to deal with one vendor than dealing with many because of finger pointing. Especially when it comes to large projects."



AT-NET Services

Founded in 1999, AT-NET Services has grown into the premier risk management and technology integration firm of the Southeast. With a consultative, "solutions-focused" approach, best-of-breed vendors, and the industry's most talented sales & engineering force, AT-NET Services offers complete engineering services for the life cycle of your system; design, build, secure and manage.

