



# Get Personalized IT Support from Professionals You Know and Trust.

Omega Systems' Smart support packages simplify your on-premise IT management, freeing your internal staff to focus on business-centric goals.

The value-driven, tiered package structure gives you the a flexible support strategy designed to grow alongside your business. Each package provides enterprise-level support, third party app care, advanced threat protection, IT project planning assistance, network health reviews and access to Omega-employed 24/7 remote support professionals trained to know the specifics of your network.



RELY ON OUR EXPERTISE SO YOU CAN STAY FOCUSED ON CRITICAL INTERNAL INITIATIVES.



**Smart Support**  
by Omega Systems

610.678.7002 | [www.omegapa.com](http://www.omegapa.com)



	Basic	Unlimited Remote	Unlimited	Unlimited Plus
Multi-layered threat detection (machine learning and behavior monitoring) at the workstation level.	•	•	•	•
Anti-virus/Anti-malware scanning, updates & virus quarantine	•	•	•	•
Microsoft Office and operating system patching and updates	•	•	•	•
Device auditing, inventory and health reporting	•	•	•	•
Notification of viruses or failed updates	•	•	•	•
Performance monitoring and reporting for network equipment including: routers, switches, firewalls and Internet bandwidth	•	•	•	•
Unlimited remote support via remote access software		•	•	•
Agent procedure module - mass changes requested by customer performed remotely, such as global software installs		•	•	•
Project Manager - available for technology planning and consultation, project management and report review		•	•	•
Unlimited on-site support			•	•
Coverage of replacement installation services for existing equipment				•

**\*Ask us about these customization options:**

Disk Encryption Manager, Mobile Device Management, Security Awareness Training, Server Assurance, EDR+, AV+