



Computer Support

Overview

KDC Technologies computer support solutions deliver enhanced end-user productivity, greater ease of support, improved security controls and reduced cost of ownership. From mission critical network services to desktop support, we have the resources and the experience to deliver quality, long-term, and cost effective solutions.

Our Approach

Assessment

- SLA Performance
- Applications Supported
- Hardware Requirements
- Total Cost of Ownership
- Define Financial & Operational Objectives
- Helpdesk Requirements

Build

- End-User Objectives
- User Training
- Asset Tracking
- Security & Policies
- Documentation
- Implementation Plan

Implement

- Pilot
- Deploy
- Measure Performance
- Process Improvement

Solutions

- Network Support
 - Planning & Design
 - Survey/Documentation
 - Server Support
 - Disaster Recovery
 - Firewall & Intrusion detection
 - Remote Access (VPN)
- Desktop Management
 - Installation, Maintenance & Relocation
 - Hot-swaps, Imaging & Backup
 - On-call & Remote Support
 - Help Desk Automation
 - Flexible SLAs
- Desktop Standardization
 - OS Standardization
 - Application Standardization
 - Software Distribution
- Desktop Management
 - Onsite & Remote Support
 - Hot-Swaps
 - Imaging & Distribution
- Complete Outsourcing Services

Results

- Reduced Total Cost of Ownership
- Increased End-User Productivity
- Improved Operating Costs
- Improved Asset Management
- Higher SLA Compliance
- Improved Reliability
- Reduced Points Of Failure
- Lower Capital Expenses

KDC Advantage

- Innovative, Pragmatic Solutions
- Highly Qualified IT Professionals
- On-time Budget Implementations
- Outsourcing Decisions

"Contact us to schedule a free consultation"

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KDCTECHNOLOGIES.COM

17 Years Experience | Excellent Client References
Exceptional Value | Highly Skilled | Customer Focused

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"Innovative and Pragmatic Solutions"