

**OFFERING THE BEST
IT MANAGEMENT FOR
ANY WORK SPACE**

ABOUT PRO ONCALL

PRO OnCall has been providing quality service to our clients in the Telecommunications and IT industry for over 70 years. We take pride in providing our clients the best IT solutions and communications systems for their business. We view ourselves as your partners, enabling us to better understand your company's IT and Communications problems. We support your long term goals by implementing innovative and personalized solutions for your business.

We stay focused on serving you – building on our record of personalized strategic planning, singlesource IT and Voice solutions, and exceptional customer support. Are you ready to get started on your long term goals? We are.

TABLE OF CONTENTS

- p7** We Make IT Management Easy
- p11** IT Support Catered Around Your Needs
- p15** Infrastructure Management Services that Scale with You
- p19** Experience Unlimited Business Growth



OFFERING THE BEST IT MANAGEMENT FOR ANY WORK SPACE

“The term [infrastructure](#) in an information technology (IT) context refers to an enterprise’s entire collection of hardware, software, networks, data centers, facilities and related equipment used to develop, test, operate, monitor, manage and/or support information technology services.”
Your workspace environment depends on how efficient and effective your infrastructure is. Your infrastructure is the internal system that keeps

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your business up and running. It consists of the software your business operations run on that connects to your company's main server through cables, routers, switches, routers, or access points, overall connecting all of your computers together. The design and delegation of everything is very important because if there is even one hiccup or complication, it could affect the whole system and lead to chaos and extreme inefficiency. This is why a company's infrastructure is crucial. In fact, 7 out of 10 organizations actually believe that IT [infrastructure enables a competitive edge](#) and optimizes business performance.

How? Well, it ultimately comes down to the nature of your IT environment. IT is a key driver of innovation in today's technology-run world, so you really need top-notch IT support that understands how business works. At [Pro OnCall](#), we have a business-minded approach to IT where we prioritize business first and technology second in order to make sure our solutions can solve real-world business challenges. We know what it takes to develop and maintain a successful infrastructure that will grow your business.

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WE MAKE IT MANAGEMENT EASY

Since IT is a vital factor to your business' success and innovation goals, IT management is definitely an area that needs lots of attention, especially when it comes to your infrastructure. In fact, in 2015, total enterprise spending on IT infrastructure hardware, software, staffing, and IT management worldwide reached [972 billion dollars](#). The basis of how all your tech operations run relies on the design and efficiency of your infrastructure, so it's a no-brainer that you should constantly be monitoring and managing how everything works. Why, exactly? There are many, many reasons why:



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Constantly Observing What's Happening Will Keep You Ahead

There are many reasons why you should constantly be observing your network. Your infrastructure has a lot of pressure on it to do well. It is the system that your whole company depends on, and your success and the services your clients will receive come from it. So, it NEEDS to be healthy. Having constant and complete visibility of all your

“Having constant and complete visibility of all your hardware and software workings means you can always view and make sure that everything is running smoothly.”

hardware and software workings means you can always view and make sure that everything is running smoothly. This way, you can detect any potential dangers quicker and easier and address them before they have a chance to sneak up and damage your system. If you're able to identify a problem within the network and resolve it before it affects end users, this will save you a lot of trouble and potential downtime that could have damaged to your brand, budget, and business. At Pro OnCall, we have the tools to help you achieve this monitoring.

Make More Informed, and Smarter, Decisions

This IT management will also help you identify any trends or patterns, which allow you to strategize more efficiently and allocate resources where they need to go. If you have business goals you need to achieve, this digital blueprint laid out in front of you will definitely illuminate some insights on how you can change things around and make informed decisions to increase your performance. For example, this IT management allows you to track your devices and software applications and analyze your network's workload and which resources are affecting or slowing down the network.

This also helps you with inventory and normal housekeeping tasks, which can seem insignificant, but can add up over time and stress you out if they aren't dealt with properly. This will also improve the exchange of information across your organization, removing communication barriers, and establishing strong cross-functional and interpersonal communications.



Don't Get Caught Off Guard By Any Surprises

With everything laid out in front of you, the chances of any surprise threats or costs is very, very slim. You'll be able to address anything from potential bugs to compliance regulations. The right IT management and monitoring tools will help you develop and enjoy a very reliable and responsive infrastructure that will continuously improve with your careful monitoring.

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IT SUPPORT CATERED AROUND YOUR NEEDS

Downtime is expensive. If just one server, storage, or network device fails, it could potentially affect your infrastructure and bring your whole business to a halt. And, no matter how excellent your IT services are, every business is vulnerable to unexpected downtime one way or another. In fact, the industry average for businesses is [2.3 interruptions a year](#), at a cost of \$418,071. In addition to all the money and time lost, it will be such a hassle for you to relocate resources, reassure your clients and employees that everything will be fine, maintain client trust and loyalty, and just keep a cool head. However, with managed services and catered IT support from Pro OnCall, you can solve a lot of those issues - especially the cool head one.

When you hand over the IT responsibilities to us, you can prevent downtime a lot more efficiently with 24/7/365 proactive services that constantly scan for any potential danger and attempt to resolve them remotely before they really have a chance to do damage. This remote support will save you money as well because this way, you don't have to pay extra to roll out a technician or specialist and pay them by the hour. Sounds good, huh?

With our IT support, you also have a help desk and experts available to you whenever you need it, and because of the responsive nature of our support and services, you will be able to resolve whatever outages (if they occur) much faster. Why is this important? Well, besides the obvious

harm that downtime does to your budget and business productivity, this also protects your brand, it's reputation, and your customer base. If your customers see you having troubles and failing to recover from them quickly, they will lose trust and leave. Nobody wants that.

The best thing about all of this is how simple things become. When you outsource your IT support to an MSP like us, you don't have to worry about various little IT problems having here and there; everything is centrally located. We'll take care of all the details for you, big and small, so you can have more time to focus on achieving your business goals.

How Managed Services Fulfills the IT Needs of SMBs

SMBs must balance a range of challenges in managing Their IT Functions because they don't have the skills or resources required to fully meet their needs. To address this problem, many businesses have turned to the support of managed services providers (MSPs). Below are the top drivers for why SMBs are leveraging managed services.





What services are offered to build and maintain the best infrastructure? Whatever you want! This will be custom to you and your specific business needs. IT support can address a variety of things relating to infrastructure, ranging from cabling, indoor wireless, outdoor wireless, server design, backups, security, domain controllers, routers, switches, firewalls, mail servers, antivirus/network endpoint protection, backups, and virtualization. Whether you're in the education vertical, healthcare, engineering, construction, etc... your infrastructure is important for your success, and your IT support team can cater around your needs to fulfill exactly what you need.

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INFRASTRUCTURE MANAGEMENT SERVICES THAT SCALE WITH YOU

So, with all this infrastructure management and IT support helping out your business, the success of your business is bound to grow. What does that mean for your infrastructure? Well, it'll grow with you! With proper infrastructure management, you'll have all the services to scale with you that you could possibly need. Namely, you'll have the cloud.

When you work off the cloud, that means you are working off of a network or application that is not installed or located locally. Your files are saved to a network that is housed in a highly secure data center, and you can access them through an internet connection. (You may have heard of some cloud applications that allow you to share files over the Internet, like Dropbox, Evernote, and Google Apps for Business.) Working off of the cloud is beneficial for many reasons. First, cloud services are highly secure, so your data is very safe. Secondly, you can access your files from anywhere, anytime,

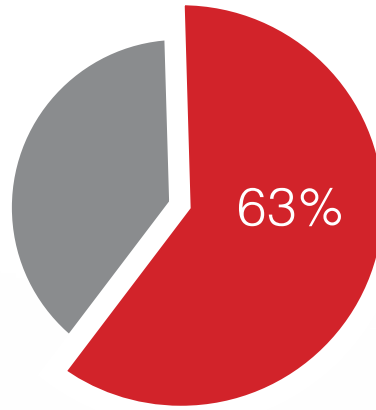
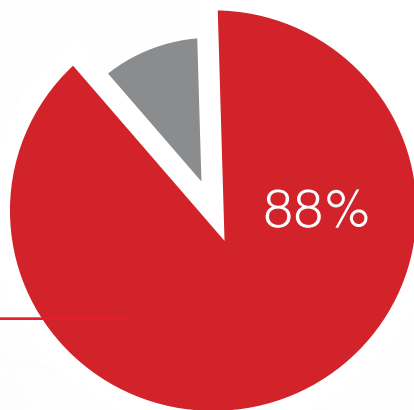
***“With proper infrastructure management,
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as long as you have a an internet connection and a device. The benefits this has on a business is that the cloud applications are always new and updated, they're cost effective (you can pay monthly as you grow), your data is safely backed up and ready for recovery in case of a disaster, and, most importantly, you will have access to endless scalability.

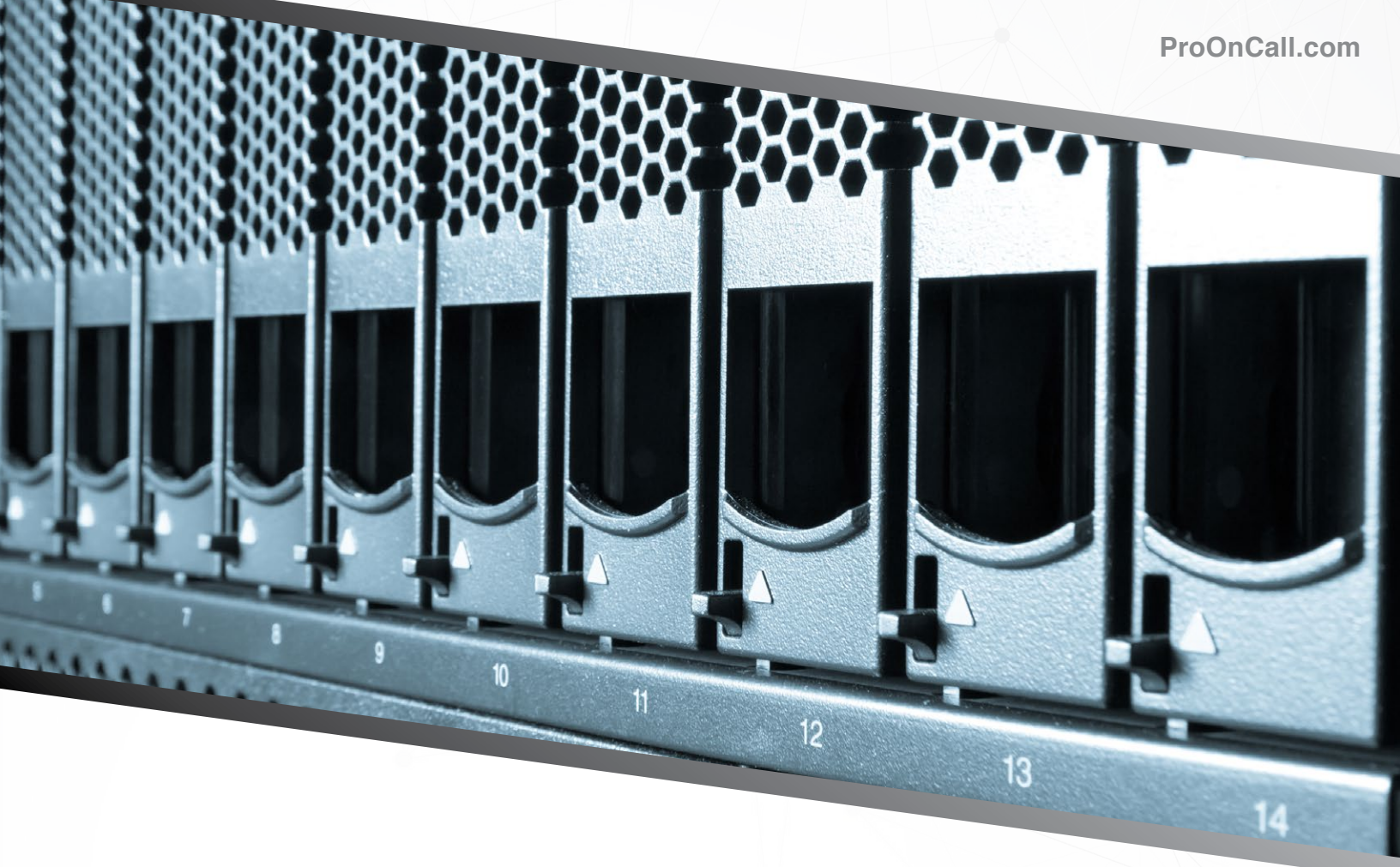
So many companies realize benefits of cloud computing that 41% of respondents in TechTarget's annual IT priorities survey said they planned to increase their cloud spending in 2016. So, no need to worry, because with our infrastructure management, as your company grows, we'll easily scale up with you without sacrificing infrastructure quality.

The Future of Infrastructure Scalability

Back in 2014, [less than 10% of companies reported](#) that their IT infrastructure was fully prepared to meet the demands of cloud, mobile, social and analytics. Now, according to [RightScale's 2015](#)



...88% of businesses are using public cloud technology and 63% are using private cloud



[State of the Cloud report](#), out of 930 IT professionals, 88 percent of businesses are using public cloud technology and 63 percent are using private cloud. Here at Pro OnCall, we always keep up with the IT trends and technologies, so when you turn to us for infrastructure management, we will take care of you with the best and most up-to-date technologies that are being used in the industry. When it comes to scalability, we'll make sure that your infrastructure can do a variety of things to keep up with your business success, such as accommodating mobile access, being accessible to various devices at various locations, and being able to easily integrate cloud computing.

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EXPERIENCE UNLIMITED BUSINESS GROWTH

As mentioned before, in 2015, total enterprise spending on IT infrastructure hardware, software, and staffing worldwide reached 972 billion dollars. Many business across the world have realized that a solid, strong, efficient, and secure infrastructure can bring about unlimited business growth. Your IT infrastructure is responsible for so many of the daily operations that you use, and even if you improve the tiniest thing, it will make a difference and help in the long run.

Here are a few (of many) things that your infrastructure runs that contributes to business growth:

- Reliable customer interaction. Many companies rely on networks to automatically handle customers orders, deliver digital products, carry out payroll, and advertise through social media.
- Adding more users with ease.
- Improving communication between different sectors, which reduces confusion or risk or miscommunication
- Offering methods of contact other than just phone. If a potential or current customer needs help but isn't able to reach customer service through the phone, the chances of them getting frustrated and turning to someone else are high.
- Adding onto the previous bullet, having automated customer follow-ups and order confirmations helps maintain that customer relationship.

- Continually having updated technology.
- Delivering services in a timely fashion, which protects brand reputation.
- Tracking inventory through email or an internet-based software.
- Increasing worker productivity by allowing easier access to information. This helps them complete their job quicker and more efficiently.
- Providing internet reliability, which reduces chances of downtime.

And that's just a few of them. It goes without saying that a solid network infrastructure is extremely crucial for any business out there. Without an efficient infrastructure that grows with you, your business just won't be able to keep up in today's increasingly competitive world. New IT technologies, methods, theories, and practices are being developed and released daily to improve business growth and ease the worry and simple, daily tasks that owners have had to previously deal with. Services like automation and communication are only possible because of the strong network that powers it.

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We'll Help You Grow

PRO OnCall Technologies prioritizes business first and technology second to bring the best solutions to real-world business issues. Our years of experience, world-class partnerships, and unique approach to customer service keeps us a step above the rest. As a premier Single-Source Technology Solutions Provider for both Telecom & IT, we deliver a proactive, personalized approach to IT that minimizes downtime and maximizes productivity. We clearly understand the importance a reliable infrastructure has on a business' success, and we are guaranteed to offer the best IT management for your workspace. Contact us today!

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