

Support Services

Managing and monitoring every aspect of your IT infrastructure – whether cloud-based, hybrid, or on-premises - can become a cost heavy and labour-intensive task. From network devices to critical applications, licenses, and backups, the complexity quickly adds up. Your internal IT team may have to put out fires all day to keep the operations running, leaving little time for strategic initiatives and long-term goals.

With IT Weapons, you get support services that are designed to scale with your organization's growth. We have the people, processes, and tools to fully manage your IT operations, freeing your team to focus on the big picture. Our extensive expertise, dedicated teams and long-standing vendor partnerships will enable your organization to get maximum returns on your IT investments.

Our Support Services

Server Infrastructure Management

- Servers
- Hypervisors
- Backup
- Storage

Network Management

- Routers
- Firewalls
- Switches
- WAPs
- Telco

End User Support

- Service Desk
- Device Management
- Email Support
- Microsoft 365 Support

Enterprise Service Delivery

- Device Lifecycle Management
- Imaging
- Managed Intune

Server Infrastructure Management

- We provide monitoring, management, configuration and incident resolution for your servers, hypervisors, backups, and storage.
- Whether you have important IT assets in the cloud, on-premises or hybrid, our team assists you in keeping it performing optimally.



ITW

IT Weapons
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Network Management

- We provide monitoring, management, configuration and incident resolution for your firewalls, routers, switches, and wireless access points.
- We also provide Telco management enabling you to have the necessary telecom links for internet connectivity. Our experts act as your single point of contact for ISP issues and billing.

End User Support

- Our End User Support service gives your users access to our award-winning Service Desk, where experienced analysts quickly triage and resolve IT issues.
- We provide multiple options including support for Microsoft 365 only, email only or end-to-end IT support. Choose the best option that best fits your needs and maximizes ROI.

Enterprise Service Delivery

- Our Enterprise Service Delivery team ensures smooth onboarding while considering all the aspects of your current setup to address areas of concern and optimization.
- We also provide Device Lifecycle Management, Imaging and Managed Intune services to enhance device security and readiness.

Why ITW Support?

- With our experts monitoring and managing your critical infrastructure, potential incidents can be identified and resolved quickly, reducing downtime and disruption.
- Our strategic vendor partnerships enables us to help resolve your issues faster and get your business processes running smoothly.
- We have dedicated teams that take care of various aspects of monitoring and management of the critical infrastructure like our 24/7 Service Desk, 24/7 NOC, ATS and NetOps teams.
- Through our advanced monitoring tools, we maintain detailed records of issues resolutions, helping your organization improve its process efficiency over time.
- As a full stack IT partner, we have the expertise to recommend and implement IT roadmaps based on the insights we learn while working with you.

Learn More

- Are you looking for end-to-end IT services that are tailored made for your organization?
- Aiming to revitalize your IT infrastructure through a strategic roadmap?

Contact Us |  www.ITWeapons.com