

Managed IT Support

Augment your IT department with a trusted managed service provider. Managed IT Support saves your business time and money.

Managed IT Support from Volta provides remote monitoring, support for workstations, help desk, facilitation of hardware and virtualization support and maintenance, firmware/microcode updates, VMware code level patches, VMware administration and resources, anti-virus support, administration, storage capacity planning, and design consultation.

About Volta

Volta enables businesses to overcome their technology challenges by designing customized data center and cybersecurity solutions to meet the demands of a modern IT transformation.

Long-term business relationships are important to us. We earn our clients' trust through honest recommendations on the solutions best-suited for their business goals, and flexible support of their IT environments.

Managed IT Support Features

Virtual/Physical Server Support

- + 24/7 Remote Monitoring of system status and connectivity
- + 7x5 Monday – Friday Help Desk, 2-Hour Response, Ticketing, Escalation and Event Management
- + Facilitation of hardware support and maintenance: Proactive Firmware/Microcode updates on physical server hardware
- + Windows updates and security patching, as approved by the Customer's software vendor, to include Microsoft PowerShell scripting services and troubleshooting
- + SQL updates and patching
- + Facilitation of VMware support and maintenance: Administration of VMware environment and resources

Storage Administration

- + 24/7 Remote Monitoring of system status and connectivity
- + 7x5 Monday-Friday Help Desk, 2-Hour Response, Ticketing, Escalation and Event Management
- + Facilitation of hardware support and maintenance
- + Proactive Firmware/Microcode updates on physical storage hardware
- + Administration of storage environment and resources

Storage Backup Management

- + Managed customer data backups using Backup Exec
- + Working with you to determine which servers need to be backed up, which drives need to be backed up, and which folders to exclude from backups
- + Working with you to determine retention periods and recovery points
- + Ensuring that all servers to be included in backups have an updated version of the backup agent installed
- + Monitoring of backups to ensure that they are completing successfully

Microsoft Exchange Administration

- + Proactive updates and patching to Exchange Environment
- + Administration of Exchange users requests to include additions/removals
- + Facilitation of OEM support tickets and track event resolution
- + PowerShell scripting services to design and run reports as requested

Desktop Support Services

- + 7x5 Monday-Friday Help Desk, 2-Hour Response, Ticketing, Escalation and Event Management
- + Tier 1 remote troubleshooting of Windows issues and events
- + Anti-Virus Support: Symantec Endpoint Protection

VPN Troubleshooting

- + Volta will provide Help Desk services for Tier 2 remote troubleshooting of site-to-site VPN-related connectivity and operational issues.

TeamViewer

- + Volta will maintain device licenses for required TeamViewer software and provide software for necessary end-points.

Windows Server Data Center Licensing

- + The software licenses are provided on a utility billing model and will not become the property of the customer or Volta.

SQL Server Licensing

- + The software licenses are provided on a utility billing model and will not become the property of the customer or Volta.

VMware VSPP Service Provider License

- + Volta will provide usage of VMware licensing on a utility billing model. The software licenses provided will not become the property of the customer or Volta. VSPP Usage is monitored by a vCloud virtual server appliance running monthly reports.