#Need ITHelp

# Fidelity IT
# Solutions

Saving the World, One Computer At a Time.

Fidelity IT

INFORMATION
TECHNOLOGY

# WHAT
# WE DO

Quick-to-value bundled IT solutions that are built, designed and deployed for small business and midmarket companies, in diverse industries, who look to break new ground by leveraging cross-channel technologies.

Technology is the driving-force behind innovation at all levels of operations, and SMBs know they cannot go at it alone. As a leading managed service provider in Toronto, we provide transformational initiatives in the cyber age to small and midmarket organizations as we offer a full spectrum of IT services.

We help open up new frontiers to drive business growth and turn vulnerabilities into strengths. As a flexible IT solutions provider, we are proactive in integrating game-changing solutions that are strategized and planned around your IT needs. With quick-to-market turnover time, we know that you cannot afford to lose a minute of opportunities due to downtime.

## IT HELP DESK

As the main point of contact, Fidelity IT Solutions provides caring and responsive helpdesk agents that assists small business in resolving IT issues. Serving on the front-lines against productivity downturns, we ensure that you regain your full IT potential with a certified and full incident technical team. Whether it's network downtime, dealing with virus-laden desktops to information recoverability, we simplify remediation and problem triage.

## NETWORKING TECHNOLOGY

An aging, bottlenecked, high latent or insecure network can have disastrous impact on a small-to-midsized business. The engineers at Fidelity IT Solutions integrate fault detection and isolation, run stand-alone diagnostics and advanced root cause analysis that will help improve service quality, streamline network visibility and result in continuous connectivity. We will maximize bandwidth utilization and centralize your network.

## CLOUD COMPUTING

Cloud-powered SMBs are responsive to market conditions and better able to unleash innovation to gain the upper-hand. The cloud utilizes storage and server virtualization and enables you to allocate IT assets, pool resources, and deliver and distribute them to end-users. Cloud systems are highly-elasticized and multi-faceted and can serve the diverse needs of infrastructural and operational needs, by protecting, storing and sharing resources.

## MANAGED SERVICE PROVIDER

MSP is a shift from passivity to proactivity. As a trend-setter, we are helping midsized businesses shift away from the costly, inconvenient break-fix model to an MSP model which optimizes uptime, keeps costs predictable and ensures the vital signs of network health are strong. We stabilize a potentially disruptive point of your small business, information technology, by fully managing IT with SLA-driven targets and benchmarks.

## IT CONSULTING

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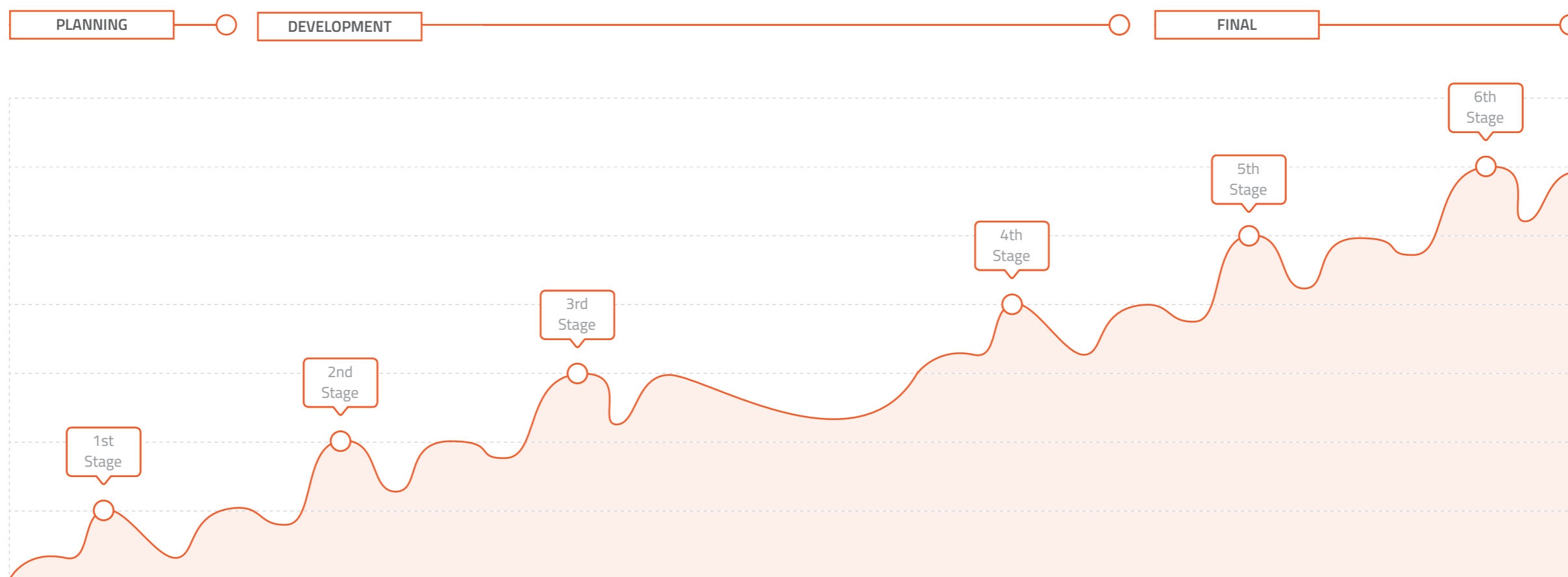
## BACKUP AND DISASTER RECOVERY

Being able to restore computer data is business-critical. We implement an enterprise-wide, end-to-end resiliency strategy that will ensure business continuity and disaster recovery in the case of a system meltdown. We will help unleash the power of our backup solution, where data is safeguarded and accessible to offset disaster scenarios. Scheduling backup regiments, with both onsite and offsite options, means SMBs are never without data.

INFORMATION
TECHNOLOGY

# PROACTIVE IT
# MANAGEMENT

PLANNING | DEVELOPMENT | FINAL

6th
Stage

5th
Stage

4th
Stage

3rd
Stage

2nd
Stage

1st
Stage

## UNDERSTANDING

In order to avoid making the
same mistakes, it's import-
ant to understand problems
that have occurred in the
past. If you don't take this
opportunity to learn from
the past, the company's fu-
ture will continue to be stuck
in the same system and will
never progress.

## TECHNOLOGIES

At this point in time, most
companies are run on a dig-
ital platform of some sort.
In order to create a proac-
tive IT solution that works,
companies should consider
investing into business intel-
ligence and analytics, cloud
services and mobile.

## IT PRIORITIES

According to CIO.com, the
top three strategic priorities
to take are driving busi-
ness innovation, identifying
opportunities for business
innovation, and developing
and refining a business'
strategy. By identifying pri-
orities, the company is one
step closer to a proactive IT
solution.

## REMOTE

An IT team doesn't work
in a fixed office location
anymore. When selecting a
proactive IT support system,
make sure that it allows for
remote access where the IT
team can access information
and manage the network
from wherever they are.

## SECURITY

The backbone of proactive
IT management is tighten-
ing up the security around
the systems the company
has in place. This reduces
the risk for data breaches
to crash your company's IT
infrastructure, which could
set your company back
or potentially put it out of
business.

## EVOLVE

Once the key IT systems are
in place, the company can
start to change its leader-
ship style by amplifying its
vision while reducing its
command and control. This
is a sign that the systems
that have been put in place
are working effectively and
are proactively seeking and
solving problems.

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