



CELERANETWORKS

Making **Technology** Work For You

CELERA REACT PROFESSIONAL SERVICES

Celera ReAct Professional Services

Prescheduled Visits and Project Work Completed On-Site by our Team of Knowledgeable, Experienced Engineers

On-Site Prescheduled Visits

Prescheduled Visits that help get the most out of your technology investments and let your employees get the assistance they need.



Your employees' time is best spent working for your organization, not managing IT issues. We make it simple by offering pre-

scheduled reliable on-site support for your users. Our knowledgeable and experienced engineers can assist your employees on-site at your business with issue resolution, moves, additions, changes and training. Our team can also install, configure and implement hardware, software and peripherals on a Project basis.

The Celera Platform

Remote Monitoring, Maintenance, Help Desk and Pre-Scheduled Visits.

Celera's ProAct and Complete Managed Services plans, coupled with our ReAct pre-scheduled on-site visits, give your business and employees the best overall experience. Proactive managed care for desktops and workstations provides comprehensive preventative maintenance services. This technology platform has the intelligence built-in to conduct day to day preventive maintenance services. Also included with Celera ProAct and Complete are a bundled managed Anti-Virus Package, and Hosted Exchange Mailbox.

Empower your staff by giving them direct access to Celera's Help Desk and remote support. The ReAct on-site visits are prescheduled and can be used to address issues while on-site or used for other work such as moves, additions, changes or reconfiguration of existing hardware or software.

"The Celera Team implements projects with thorough planning and skillful execution."

Celera Professional Services

On-Site Professional Services for implementation of hardware, software and peripherals.

Celera ReAct Professional Services is intended for installation or upgrades of new or existing systems. We assist with the planning and project management necessary to complete a project to the specified requirements and meet client expectations.

Typical projects include the installation and configuration of Workstations, Servers, Server Applications, Virtualization Platforms, Storage Devices, Routers, Switches and Wireless Networks. We can also assist in the installation and configuration of proprietary business applications. We are familiar with many industry leading software application and architectures.

Celera's Professional Services team is available as needed to conduct on-site assessments or reviews of existing infrastructure. We can help with the creation of policies and procedures for your business. Our engineers can also conduct an audit to make sure that your business is complying with regulatory requirements.

Services

- Prescheduled On-Site Visits and as needed Professional Services
- 24x7 On-Site Availability (additional fees may apply)
- Implementation of new Hardware and Software
- Increase productivity by upgrading older or outdated equipment

Benefits

- Complement your Celera Managed Care Plan with pre-scheduled on-site visits
- Perform adds, moves and changes to accommodate new applications, employees or business needs
- Perform Software Application Updates to gain new features, functionality and security
- Upgrade Servers, Workstations and Network Equipment to stay current with manufacturer hardware warranties

Making Technology Work for You! Call Us TODAY!

617.375.9100 | Fax: 617.375.9105
www.celeranetworks.com | info@celeranetworks.com

10 New England Business Center Drive | Suite 113
Andover, MA 01810