

# What is different about Business Technology Support?

Businesses are more reliant on complex technology than ever before. We are ready to help you meet the challenges of maintaining your systems, so you can run your business.



## SERVICES

### Security

Get solutions for antivirus and malware/ransomware protection. Theft, loss, and outages are not something any business can afford.

### Network Design & Planning

Our expert staff will design and implement a network that fits. Your data will flow quickly and securely.

### Remote Tech Support

For easy and fast tech support, you can have our experts connect remotely to your servers and desktops to assist.

### Wireless Internet Network Design

WCTA can design your wireless network to make sure you have no signal dead spots. We offer leading hardware that gives you control and provides blazing speed. You'll be productive and able to provide a separate secure signal to your customers.

### Data Backup

Implement a backup solution to protect your data. It is a must.

### Asset Management

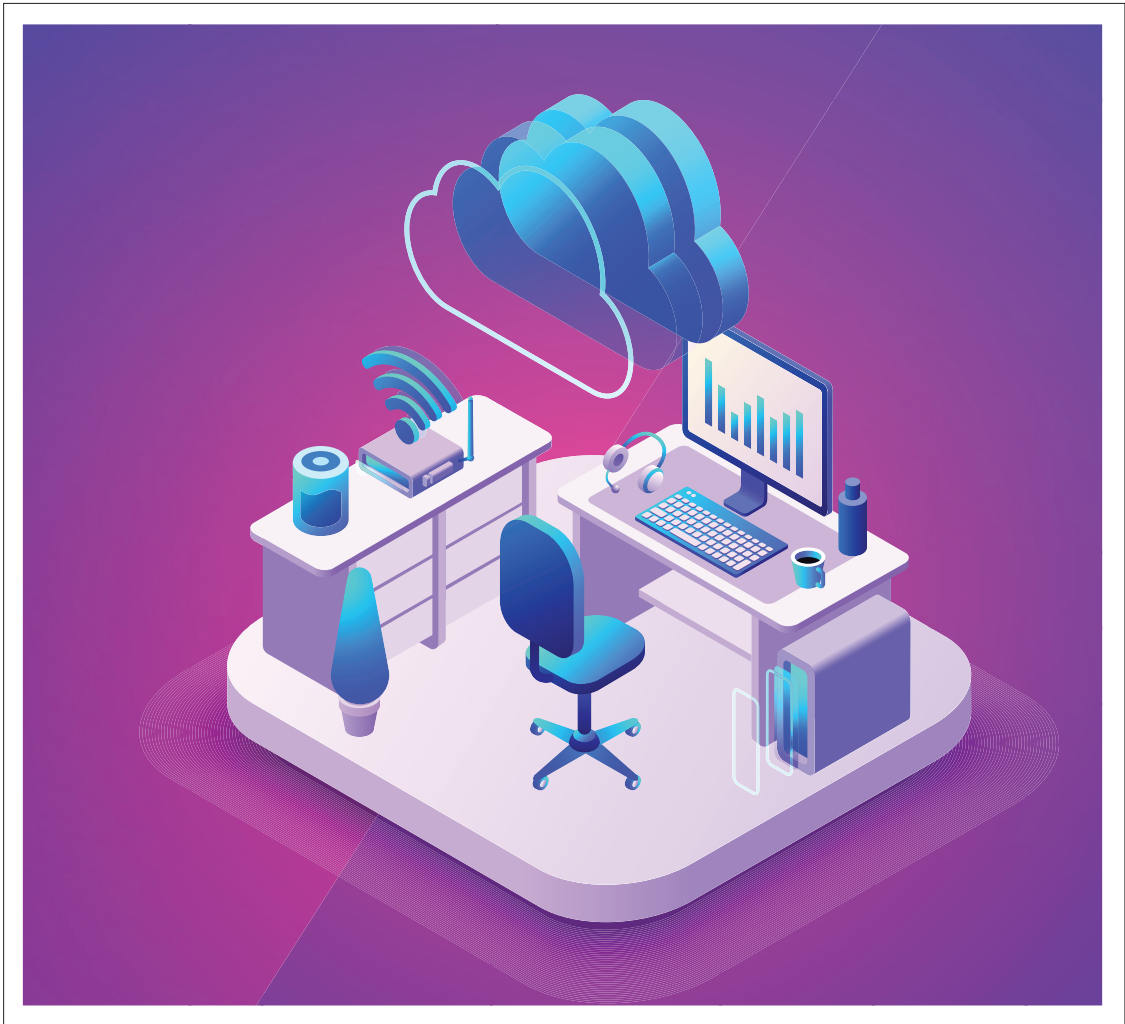
Keep track of your assets, software installed, and license keys with our management system. Need to know if a specific software is installed on any computers? We can pull a report for you!

### Microsoft 365

As a reseller for Microsoft 365, we can provide planning, implement, and support Microsoft 365.

### Server & Desktop Monitoring

Our monitoring software makes sure your servers and desktops are being updated and patched correctly. It also monitors for issues or oddities occurring. The software runs daily checks on all systems and provides reporting on how your equipment is running. The goal is to find any issues that happen before they become a major issue or security flaw.



## Not sure what you need? No problem!

Contact us to get a free, no-obligation proposal designed specifically for your business. Don't delay because in today's world, network and computer issues are never far away. Call the experts at West Central for peace-of-mind and your proposal today!



218.837.5150 | [b2bsupport@wcta.net](mailto:b2bsupport@wcta.net) | 800.945.2163 | [wcta.net](http://wcta.net)

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## BUSINESS GRADE Technology Support Services

West Central Telephone offers technology support services—customized just for businesses. No matter your size, we offer a variety of service levels to fit your needs.



## How it Works

- 1 WE LEARN ABOUT YOU**  
During this process we get to know your needs so we can make your custom technology plan.  
*FIRST, ASK FOR YOUR COMPLIMENTARY ANALYSIS*
- 2 YOU GET THE PLAN & OPTIONS**  
You get our pro's recommendations with options. We will come visit to discuss or just chat by phone if you prefer. We offer our 'just-right' advice, no pressure, and promise never to present something you do not need.  
*WAIT JUST A TAD BIT...*
- 3 PRE-IMPLIMENTATION**  
This is a detailed phase of discovery and planning for pre-implementation of service. We will make it as easy as possible.  
*THEN YOU GIVE US THE GO!*
- 4 PLAN HARDWARE**  
If there is anything new or upgraded that you need, we will do the set-up and make sure it is ready.
- 5 EXPERT IMPLEMENTATION**  
Our experienced team will install your software systems, equipment, and test to make sure everything is working properly.
- 6 ONGOING MANAGEMENT & PLANNING**  
As we maintain your current systems, we will also help you plan for future needs and upgrades.  
*WE'RE NOW WORKING FOR YOU EVERY MINUTE*

The process is easy and there is no obligation. So, don't delay, because problems are never far away if you are unprepared.

**Thank you for choosing West Central Telephone! Call 218.837.5150.**

*"Working with West Central Telephone made it easy to get the services that help us run our business with ease."*

- Paul & Katie J.

*"Right from the initial phone call, West Central Telephone was more than willing to help get things running. It felt like I had a business partner."*

- Matt E.

## DESKTOP SUPPORT

**Choose comprehensive desktop support. Maintaining the devices at your business is a critical component for overall security and business efficiency. We will help with:**

- Operating System Updates - Our monitoring software allows us to keep your operating system updated and patched for any security flaws as well as for any new enhancements.
- Performance - WCTA will optimize your desktop computer to make sure they are running at top speed for productivity.
- Secure - WCTA offers antivirus and malware protection to keep your devices safe and secure.

## SERVER SUPPORT

**Get the comprehensive central server support you need. We will keep your business running with:**

- Routine Maintenance - WCTA makes sure your servers are updated and patched; and we make sure the hardware is running correctly.
- Monitoring - WCTA monitors the server remotely 24/7 making sure that we are alerted in the event of any issues in order to remediate them as quickly as possible. Our alerting allows us to be proactive instead of reactive.
- Disaster Planning - What would happen if your server crashed? Would your data be backed up and would you be able to get back online in a timely fashion? WCTA can help you back up your data and be ready for any disaster.
- Troubleshooting and Repair - Our team of knowledgeable staff are ready to jump in and help at any time if there is an issue.

**When you choose West Central Telephone for IT support, you'll be running smoothly and ready for business. Call today!**

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## OUR TRUSTED TECHNOLOGY PARTNERS

