

Areas of Assessment

Business Processes, Policies and Procedures

The goal of this stage is to understand how you do business. We will focus on gaining an in-depth familiarity with your day-to-day practices and their effectiveness relating to your goals and objectives.

Examples of issues that will be addressed include:

- Document Management and Access
- Communication (email, intranets, extranets)
- Contact Management
- Internet Presence
- Marketing & PR
- Business Continuity and Disaster Recovery Planning
- Regulatory & Compliance Issues

Current Technical Environment

What is the “landscape” of your current IT infrastructure? This stage of the analysis will focus upon your existing technology environment, and whether it is able to support the goals as determined from the previous stages.

Examples of areas that will be addressed include:

- Network Servers
- Printers and Fax Machines
- Software – Operating Systems & Licensing
- Business Applications
- Network Infrastructure & Connectivity
- Internet & Email Connectivity
- Wireless Communication
- Network Storage
- Power – Outages, UPS and Shutdown Issues
- Telephony

Targeted Recommendations

After a thorough evaluation of your current status and future needs, Sagitta Systems will provide a customized list of services specific to the success of your business.

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SAGITTA
SYSTEMS LLC



**Advancing Technology
for Your Business**

Microsoft®
Small Business
Specialist

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Welcome to Sagitta Systems

Sagitta Systems was founded with the vision to assist small businesses, with a special emphasis on non-profit agencies. When supporting and dealing with each individual client, we use a different strategic plan.

One of our biggest advantages over our competition is our distinctive view of assessing the needs of the business before resolving IT issues. In many cases, providing a temporary quick fix may not be the root of your problem; at Sagitta Systems, we implement a permanent solution for our clients.



“I could not have asked for a better partner than Sagitta Systems.”

Phillip Hui - Systems Administrator
La Causa, Inc.

Business & Technology Assessment Program

A successful IT infrastructure requires a dedicated and focused effort to ensure that the business goals of the organization are being adequately met. Having advanced technology solutions merely for the sake of having them is no longer acceptable; clear bottom-line benefits must be demonstrated, quantified, and regularly justified.

With that said, though, internal analyses and justifications are often inadequate, and can be looked upon as being subjective and self-serving. The best way to ensure that an organization's technology investments are in line with defined business goals is through an objective, third-party assessment.

Utilizing a clearly-defined, detail-oriented process, our Business & Technology Assessment Program will thoroughly evaluate the strengths and weaknesses of your IT infrastructure and processes. We will examine key aspects of how technology is used within your organization and relate these to your stated business goals. Through this analysis, you will gain valuable insight and perspective on potential benefits of implementing specific new technology solutions within your organization.

Small Business Service Package

Monthly Maintenance fee or per user

- Internet Line and Server Monitoring (Requires a static IP address)
- 10 remote support sessions per month
- IT Technical Liaison (purchasing recommendation, vendor support, etc.)
- Primary Help Desk / Trouble Ticketing
- Contacting your internet provider when your line is down and resolve issue
- Secure Remote Control / Remote Support
- Mail Services
- Intranet\Extranet Services

Other Services

Hourly Services

- Computer troubleshooting and repair
- Virus prevention, detection and removal
- Data back-up installation and maintenance
- Installation of security, firewall and content filtering systems
- Wired and wireless network installation and maintenance
- Computer systems assessment
- Installation of all computer hardware and software systems
- Broadband and dial-up installation and configuration
- Data recovery
- Spam management systems
- E-mail problem resolutions
- System performance optimization
- Technology Consulting
- Network Administration

