



MANAGED IT SERVICES



*Transparent, strategic,
stress-free IT support*

TECH YEAH!

VOTED BEST IT & TECH SUPPORT SERVICES

IDAHO BUSINESS REVIEW



Are you ready to make one phone call for ALL of your IT needs? Want to stop feeling scattered with multiple vendors?

HOW CAN YOU FOCUS ON GROWING YOUR BUSINESS AND NOT MANAGING IT?

Managing IT can be a bigger chore than you bargained for; Without expert help, you risk data loss, downtime, and security breaches. It can be hard finding help—especially when your current IT provider can't deliver. Fisher's Technology's #1 goal is happy customers. Our experts dive deep into the best IT solution for you, and we make it easy to implement.

Fisher's strategically aligns our services to your business needs; whether you are a small, medium, or enterprise size organization.

HOW WILL FISHER'S ASSESS, IMPLEMENT, AND MAINTAIN YOUR IT?

- 1 Discovery and IT Assessment – Fisher's provides a technical solutions architect and engineer who interviews clients and takes a deep dive into current IT infrastructure and processes to evaluate the best IT solution.
- 2 Fisher's Technology Roadmap – We leverage a customized strategy and project timeline to implement IT solutions.

FISHER'S CUSTOMERS CONTINUE TO PARTNER WITH US FOR THEIR IT BECAUSE THEY...

- ▶ Felt at ease with Fisher's thorough explanations and ability to answer questions
- ▶ Were blown away with Fisher's expert IT knowledge
- ▶ Could sleep at night since they know they with the right IT company

WHAT ARE FISHER'S CUSTOMERS SAYING ABOUT US?

Fisher's was highly effective and quick about responding to my support / service needs. They helped us overcome a difficult obstacle and I will seek out their assistance for future IT and support related matters.



SERVICES



ASSESSMENT SERVICES

Security Vulnerability
Core IT Assessment
Document Process Discovery
Document Automation
Unified Communications Discovery
Managed IT Assessment
Compliance Assessment

Assessment(s) to discover state, define strategy and minimum contract for client technology. Used to start a customer/site/project effort and document a road map for success.



BACK-UP AND BUSINESS CONTINUITY

Server Backup and Recovery
Desktop Ransomware Protection
Desktop Backup and Recovery

Server, desktop and application copy data protection for recovery of lost or corrupted data. Cloud hosted recovery options for fast on-line survivability and platform portability.



CLOUD HOSTING

Server Hosting
Application Hosting
Cloud Active Directory Management

On-premise, VM, and data center server consulting, design, and host management. Upgrade services with on going performance management of storage, memory, processor, and OS patching.



"Fisher's IT Team has personality and sense of humor which you don't get every day when talking to IT support. It makes for a MUCH more enjoyable experience!"

- EXTREMELY HAPPY CUSTOMER



COMPLIANCE SERVICES

E-Discovery
HIPAA Compliance
PCI Compliance
Cyber Liability Compliance

Subscription based services to ensure businesses can comply with an increasing number of information security requirements and audits. Fisher's UIT Compliance has helped dozens of companies deal with burdensome compliance needs for over 15 years. We can take this burden away and leave you time to focus on your business needs!



DEVICE MANAGEMENT

Desktop Monitoring and Management
Server & VM Monitoring and Management

Windows Desktop & Server monitoring/management with proactive patch fix. Backstopped with best-in-class NOC support, inventory oversight, and dispatched technician on-site services.

FLIP OVER FOR MORE



DOCUMENT SOLUTIONS

Electronic Forms
 MetaData Management
 Electronic Capture
 E-Signature
 Process Automation
 Records Management
 Mobile Device Support
 Cloud Storage and File Sharing

Software for content management, business process automation, and productivity-boosting data analytics for every industry, including: Government, education, financial services and healthcare. Document Solutions make organizations smarter, more collaborative, more efficient and more effective.



HELPDESK AND SUPPORT

Business Hours Helpdesk
 IT Vendor and Application Support
 Documentation Library
 Dispatched On-Site Support

Certified IT support with case managed / escalated support via email and phone. Defined paths (SLA enforced) beyond level 1; to in-house, vendor, and dispatched site support. Custom & 3rd party vendor registration for custom support integration.



LOCATION/SITE SERVICES

Firewall Management
 Network Switch Management
 Wi-Fi Management

Comprehensive design, management and security control of all IP-attached devices including firewall, network switching, wi-fi, and network cabling.



PRODUCTIVITY SOLUTIONS

Email
 Office 365 & G-Suite Data Protection
 Business Applications
 Collaboration Applications
 Mobile Device Support
 Cloud Storage and File Sharing

Email, desktop application, user file storage, and centralized administration for a business. Unlimited end-user support of document, spreadsheet, presentation and profile administration (regardless of device).



PROJECT-T&E

Project Management Services
 Project Engineer Services

Technician and Engineer defined services for project design, implementation and escalated support. Formal project management for status, resource and efficient onboarding of solutions.



SECURITY

Endpoint Protection
 Multifactor Authentication
 Security Awareness
 Email Security
 DNS Protection

Endpoint, network, and user protection with threat intelligence and case managed monitoring/support. Aligned with select industry partners to ensure a complete coverage of protection.



UNIFIED COMMUNICATIONS

Voice Technology, Quality & Flow Consulting
 Business Phone Solutions
 Video Conferencing and Collaboration
 Audio Conferencing
 Call Center Solutions
 Hosted Fax
 Professional Voice Talent

Business phone, dial-plan, ext., conference, fax, 800 number and international calling plan solutions. Brower administrated and designed with mobile device/productivity solution integration.

ALL THINGS



OFFICE TECH