



By-the-Block Services

Use Maxwell IT expertise and skills as you need them - without long-term commitments - to handle projects large and small.

Trust Maxwell IT with Your Project Work

For some companies, the basic managed services model - so much a month for carefully defined services - doesn't meet their business needs. You need talent on demand, ready to handle any and every project that might arise. That's how By-the-Block Services differs from a traditional retainer. You purchase a block of hours per month - without worrying about why you might need them. When something comes up, large or small, you've got the talent ready to get rolling. You never lose hours if you don't use them during a month; they simply roll over to the next month.

► **Benefits**

► **Use By-the-Block Services When You Need Them**

By-The-Block hours are ideal for "project work": new user implementation or new hardware installation for instance. You choose the number of By-the-Block service hours that best fits that project. Hours roll over month after month, so you never lose hours paid for, no matter when you use them.

- ✓ Experienced Managed Services Provider
- ✓ State-of-the-art Operations Center with Cutting Edge Technology
- ✓ 24x7x365 Remote Help Desk and On-site Support
- ✓ 24x7x365 Real-Time Network Monitoring
- ✓ Experienced, Certified Technicians and Engineers
- ✓ Dedicated Account Managers
- ✓ Predictable Monthly Cost, Scalable Level of Service
- ✓ Remote Resolution of Issues more than 90% of the Time
- ✓ Easy to Understand Graphical Reporting of Performance



► Pick the Best Service Plan

Work with us to gauge the level of service that best fits your needs and your budget. We'll look at your project needs and their implications on your business. This will help you understand where your investment in our services will pay the most immediate and long-term dividends.

► Response Time Guaranteed

Maxwell IT guarantees our response time to be within the timeframe outlined in your plan. Once we learn of an issue with services we've performed, we'll handle it either remotely or onsite if needed.

► About Maxwell IT

At Maxwell IT, we don't think you should have to pay for services you don't need. That's why we offer a boutique approach to IT management so that you can select only the services that will benefit your company. The choice is yours. Since 2005, Maxwell IT has been helping companies throughout the greater Northwest leverage technology through our 24/7/365 managed IT services. Call or email us today to learn more.

Services

Cisco network engineering

Public and private cloud

In office hardware repair

IT strategy and consulting

Network support

PC and Mac expertise

Project management

Servers and networks

VoIP

Telephony engineering

Powered by the Best in the Business



and many more...



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