

Managed IT Services

We Bring Stability to Your IT Infrastructure

Maintaining your technology infrastructure can be a significant undertaking, and Rubix Systematics can help, with our managed IT services. Many IT teams lack the resources, tools, and expertise to properly maintain your organization's technology. Hiring an outside consultancy can help.

We understand the difference between business and technical problems, and we work to resolve your business problems first. This approach ensures your continued profitability with limited disruptions to your technology.

[Contact](#) us today to talk about your project!

System Agent and Service Desk Benefits

Real Time Monitoring and Alerts

Not all systems and IT issues are created equal. Our customizable email notifications for failures and alerts allow you to determine what notifications you will see in real time.

Real Time Statuses For:

- System resources
- Logged in users
- Network and IP monitoring
- SNMP monitoring
- Windows updates
- SQL server
- Exchange
- Active directory
- VMware
- Hyper-V & SNMP-enabled devices

Our IT Automation Services

Our managed IT services include administrative and maintenance tasks that can be applied company-wide or at individual work stations. These services are quick and easy to configure:

- Create system restore point
- Delete temporary files
- Delete internet history

- Reboot
- Shutdown
- Defragment all disks
- Run Checkdisk on all disks
- Run full system scan
- Check for new updates

Patch Management Services

We make running patch management quick and easy for your company. It can be applied on individual devices or in groups.

- Run Windows updates for All/Critical/Important/Security
- Run Windows Update Service Pack
- Install Microsoft Office updates
- Install driver updates (hardware)
- Install Java updates
- Install Adobe updates
- Reboot if needed

Advanced Maintenance Without Taking Over Remotely

We are able to uninstall applications, run scripts, install patches and perform other functions remotely, and in the background, without taking over the PC. Almost any command is feasible with the command prompt.

Integrated Splashtop Remote Support

You can gain remote access directly from the agent or device views. Both can perform maintenance tasks in the background, so you maintain control of the PC. This option allows for a continuous and secure support experience.

- System resources
- Logged in users
- Network and IP monitoring
- SNMP monitoring
- Windows updates

Asset and Inventory Tracking

You can quickly obtain network and asset information within seconds on any device that has this agent installed.

- Hardware distribution
- Software inventory
- Operating system distribution
- MS Office distribution
- Antivirus type, update, and license status
- HDD usage and alerting on upgrade required
- Hardware (CPU, memory) type, size, and alert on upgrade required
- Detailed server and workstation configuration and status

Custom Scripting

You can script, execute, and track custom maintenance tasks, and automatically install software with custom scripting. This tool can help you further automate IT management while meeting customer needs. We support MSI, Bash files, CMD files, and PowerShell.

Powerful Reporting and Analytics

Our reporting and analytics tools can give you benchmark references for your network, assets, health, and performance. You can gain a clear visibility of all the IT environments you are maintaining.

You can use the references from our Reporting Suite to set data-driven goals and track the appropriate benchmark metrics.

Our top reports include:

- System Health at a Glance
- Specific Customer Health
- Agent Health
- System Inventory Audit

Complete Activity Log

Every action and command is logged in the main database, giving you an updated reference for tracking your IT systems.

Helpdesk and Ticketing

We offer a simple and intuitive ticketing and time tracking system for managed IT services. Our ticketing systems are designed specifically for IT service providers and can be used for helpdesk and on-site activities.

Knowledge Base

You work hard to accumulate the knowledge required to efficiently run your business. We offer a program that allows you and your team continued access to up-to-date information. You can stop using various spreadsheets and notepads, and consolidate all key information into one database.

Customer Portal

You can view your ticket status, add tickets, and access knowledge-based posts from this easy to use portal.

Are You Ready for Managed IT Services?

The technology that your business uses should be helping you to meet your objectives, not making them more difficult. At Rubix Systematics, we focus on maintaining your technology so that you don't have to.

Our managed IT services are designed with your needs in mind. If you have any questions, or would like to sign up, [contact](#) us today!