

Sourcepass Service Principle: Always on Attitude

Always on Attitude

It's true, we have an in-house and available 24/7 help desk for your immediate needs. But being "always on" doesn't stop there. It's a full-staff mindset. Managed support includes strategic advisors and technical leads, frequent and steady check-ins, and real-time access to your online portal. Plus, our innovation team is available to help prepare for what's ahead in your business.



We're Ready When You Need Us.

IT issues are unexpected, never welcomed, and often untimely. At Sourcepass, our support services are truly accessible around the clock. In addition to 24/7 help desk support services, Sourcepass is "always on" with the following services:

- **Network Operations Center (NOC):** Continuous monitoring and automated maintenance (i.e., patch management) of your network to ensure optimal network performance.
- **Security Operations Center (SOC):** Dedicated 24x7 SOC services that identify, alert, and monitor your network for threats and vulnerabilities.
- **Personal Online Portal:** Transparent and comprehensive access to your digital universe including reports, support service tracking, invoice payment processing, and more.

Our Always on Attitude, is a Full-Staff Mindset

- 24/7/365 help desk services and support
- Frequent and steady check-ins from strategic advisors
- Project-specific services and support
- Real-time access to your online portal
- Recommendations from our innovation team to ensure your future business success

Sourcepass puts you in control of your digital universe by providing the right blend of technologies working seamlessly and powerfully, enabling you to transform your business. To discuss receiving an IT experience that our client's love, please call us at (877) 678-8080 or visit us at www.sourcepass.com.