

AQUEITY®
ON-DEMAND

IT Support, Day or Night



*IT solutions exactly when you need them.
That's Aqueity On-Demand.*

Aqueity's On-Demand technology solutions are always just a phone call away. Anything from troubleshooting a printer to full-scale network engineering, our experts are at the ready 24/7 to assist your organization. And with a tiered spectrum of customizable services, you're not paying for anything you don't need.

Experienced. Responsive. Reliable. On-Demand. It's that simple.

SERVICES

Aqueity On-Demand is unlike any other IT help desk in Chicago, including services such as:

- 🕒 An intelligent Aqueity Help Desk that tracks your ticket history so we can offer long-term solutions
- 🕒 Transparent ticket tracking from submission through resolution
- 🕒 Client performance dashboards to easily view your entire history
- 🕒 After-hours support

Call us today for a

FREE ASSESSMENT

of your company's
IT fingerprint.
630-769-8700

Tired of IT services that charge hefty fees for support calls, or leave you hanging for hours or days on end? That's never the case with Aqueity. We've already built your needs into our business model.

CUSTOMIZE AN IT PLAN TO INCREASE PROFITABILITY AND REDUCE RISK.

Cross IT off your worry list with a help desk partner that offers specialized support at a price that doesn't make you keel over. Enjoy all the benefits of Aqueity On-Demand a la carte, or ask about how you can customize a Unified Vision Plan to meet your specific support needs.

SUPPORT LEVEL	SERVICE DESCRIPTION
General Administrative Services	Third-party vendor/contract management, general account management activities, etc.
Tier 1 Technician Hourly Services	End-user technology including workstation break/fix, asset management, workstation maintenance, smartphone issues, printers, malware, viruses, etc.
Tier 2 Technician Hourly Services	Server basic maintenance and break/fix, network basic maintenance and break/fix, basic wireless network implementation and break/fix, etc.
Tier 3 Technician Hourly Services	System architecture, Exchange, SQL, SharePoint, terminal services, Cisco, clustering/failover/high availability, disaster recovery, etc.
CIO Consultant Hourly Services	Technology planning, IT roadmap, lifecycle management, strategic services, etc.
Technical Project Manager Services	Project management services, coordination, management of change order impact, timelines, client project point person, etc.

"We couldn't be more pleased with Aqueity's friendly, reliable, and capable team. All communications have been prompt, courteous, and results-focused. Aqueity has made IT support a pleasure rather than a chore."

*—Pat Daly, Founder & CEO
Chicago-based Commercial Development Group*

CALL 630-769-8700 TO START WORKING WITH AQUEITY ON-DEMAND TODAY.

Personalized IT Solutions from Aqueity.

We know that keeping a growing business on its feet is no easy feat. Although IT may seem intimidating and confusing, when implemented thoughtfully, it can be one of your most effective tools to help manage growth, improve productivity, and, most importantly, maintain your sanity. Since 1996, Aqueity has helped small and medium-sized businesses grow by recognizing that while some problems are industry-related, others are completely unique to your business. That's why our approach to IT is different, with solutions that are flexible, intuitive, and focused on your needs and goals, whatever they may be.