

# Reliable Support When You Need It Most ... 24/7

## Who we are

Infinity Network Solutions Inc. is an IT consulting and service company specializing in designing and implementing first class technological infrastructures for small and medium-sized businesses. We add value to our customers' businesses with secure, reliable, and economical technologies. We pride ourselves on our ability to offer our clients world-class service, seven days a week, twenty-four hours a day.

### — Benefits of Infinity

- Systems engineers with over 15 years experience in the IT industry and certifications from Microsoft, IBM, Novell, and others
- Regular monitoring of your network, servers, workstations, and key points of failure such as network routers, hubs and switches

*We evaluate your business needs, integrate new and existing technology, and help carry your business into the future.*

### — On-Site Network Support

- Documentation, configuration, problem identification, and troubleshooting of network hardware, wiring, data circuit, and more
- Network changes, additions, deletions and general network assistance
- Review of network performance issues

*Keeping your organization competitive by quickly implementing and reliably supporting new IT solutions and infrastructure improvements.*

### — Help Desk Support

- Delivers responsive, personal, cost-effective IT customer service to your end-users
- Customizable to your specific needs and centred around you

*Your staff can focus on your business while we become your IT support.*

### — Remote Network Monitoring Support

- Prevents network problems before they cause downtime, thereby maintaining user productivity
- Time-share our technical skills at a lower cost than hiring or contracting
- Free your staff from routine tasks and allow them to accomplish what they were hired to do - manage the strategic use of technology

*"Failure to produce records requested by a regulator or investigator can lead to fines, jail terms, and loss of customer and public trust."*

### — Remote System Support

- Resolve emergencies via phone support and/or VPN into your system
- Help with release upgrades, user administration, performance tuning and general administration issues
- Includes assisting our customers with the O/S change and patch management process and making hardware upgrade recommendations

*Powerful management of your computing infrastructure gives your organization a strong competitive advantage!*

### — Hardware/Software Support

- Business Partners/ Reseller of leaders in hardware and software such as, IBM, Compaq, HP, Cisco, Microsoft, and Novell and more
- These partners provide us with professional resources for products and technical training

*We support all major operating systems, we configure all major hardware, and we ensure secure network setup.*

## Downtime Is A Dirty Word ... Stay Clean With Infinity Network Solutions