



Core IT Managed Services from Visual Edge IT

No matter the size of your organization, keeping technology secure, up to date, and working smoothly together can feel like a constant balancing act. Systems evolve, risks change, and expectations keep rising—often faster than internal teams can keep up. Visual Edge IT helps take that pressure off with flexible Core IT managed services that adapt to your business and the way you work.

Whether you want a partner to handle day-to-day IT operations, or extra support to strengthen your existing team, we meet you where you are. We can manage your core IT systems end-to-end—or step in with added coverage and specialized expertise when and where you need it. The result is dependable technology, fewer distractions, and an IT environment that supports your business instead of slowing it down.

Predictable costs and expert management for the core technology systems that keep your business operating at the top of its game.



NETWORK



SERVER



DESKTOP



FIREWALL

Protect Productivity

Too often, IT support is reactive and focused on fixing problems only after they slow teams down. Visual Edge IT managed services offer a better alternative—continuously assessing performance, risk, and growth across your environment. We can often fix issues before your team even notices, keeping work moving, decisions informed, and productivity protected.

Modernize and Scale with Confidence

Modernization shouldn't feel risky or complicated. Visual Edge IT helps you scale with confidence by designing flexible, cloud-based environments where systems work together seamlessly as you grow. We provide strategic planning for upgrades, security, and cloud adoption—plus on-demand access to specialized expertise—so your technology roadmap stays aligned with your business goals.

Reduce Complexity

When technology runs smoothly, it fades into the background—and that's a good thing. By consolidating core IT systems under one strategic partner, Visual Edge IT reduces complexity, stabilizes costs, and delivers clear visibility into your environment. The result is expert, proactive support without the high costs or headaches of managing everything in-house. That means IT becomes an asset that supports your business, rather than a cost center that competes for attention.

**Ready to get started?
We can help.**

Contact us today for a free consultation. Call (800) 828-4801
or visit us at www.visualedgeit.com/contact



Core IT Managed Services At a Glance

Service	What Is It	How We Deliver	What It Means For You
Server Management	End-to-end support for servers and line-of-business applications.	24/7 help desk, proactive monitoring, remote and onsite support, AI-assisted ticketing, and integrated documentation.	Faster issue resolution, predictable support, and a more productive workforce.
Desktop Management	End-to-end support for desktops and line-of-business applications.	24/7 help desk, proactive monitoring, remote and onsite support, AI-assisted ticketing, and integrated documentation.	Faster issue resolution, predictable support, and a more productive workforce.
Network Management	Management of the switches, routers, and other systems that connect your people and devices.	24x7 monitoring from our NOC, configuration and firmware management, documented changes, and clear escalation paths.	A reliable, secure network with fewer disruptions and no surprises
Firewall Management	Continuous monitoring and management of your network perimeter security.	Real-time monitoring, firmware updates, rule and VPN management, and controlled security changes.	Stronger protection, reduced risk, and confidence that your network's front door is locked and monitored.

Standard and Enhanced service tiers available to match your coverage, optimization, and reporting needs.



We can see every switch, router, and access point, monitor their health, and fix problems. It's like having X-ray vision for your network.

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Core IT Managed Services Key Features & Benefits



Key Features of Desktop and Server Management

- Rapid issue resolution
- Single point of contact
- 24x7 server coverage
- Flexible service levels
- Full ticket transparency
- Reduced IT burden
- User productivity
- Knowledge capture
- Escalation management



Key Features of Network Management

- 24/7 core switching and routing infrastructure
- Immediate alert response to outages or degradation
- Bandwidth utilization, latency, and packet loss monitoring
- Network device configurations and firmware maintenance
- Topology mapping
- Configuration documentation
- Real-time dashboards for network health



Key Benefits of Firewall Management

- Perimeter security defends the network edge, unauthorized access is blocked
- Threat prevention, known attacks detected and stopped
- Secure access for remote workers and site-to-site connections protected via VPN
- Complete visibility of network perimeter

Differentiators

One Trusted Technology Partner

Our support doesn't end at Backup and Disaster Recovery. Whether you need core IT support, stronger cybersecurity, reliable data protection, or executive-level security guidance, we'll help you build a tailored managed services solution—with one provider, one bill, and one clear point of accountability.

Proven Experience

Visual Edge IT is one of the nation's largest managed services providers. For you, that means dependable support and proven expertise—powered by 600+ subject-matter experts and 350 technical certifications.

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