

IT Support with aceRemotelT

Our most popular IT service plan, **aceRemotelT**, is a completely managed IT support program for businesses with 5 to hundreds of PCs. Your business shares our centralized enterprise-grade infrastructure and network resources at a fraction of the cost of purchasing your own. We can also install and service additional wireless networks, LANs, PCs, and servers for you, if you so choose.

aceRemotelT allows you to have one point of contact for all your technology needs. We work with you and act as liaison on your behalf with your 3rd party vendors. There is no finger pointing, just point to us and we get it done.

aceRemotelT includes:

- ✓ 24/7/365 assistance
- ✓ Unlimited remote support from our dedicated US Help Desk
- ✓ IT system that you use but we set up and maintain: firewall, laptops, network switch, PCs, printers, server, tablets, Wi-Fi, workstations, etc.
- ✓ Includes comprehensive security with **aceGuardian**
- ✓ Asset management
- ✓ Desktop optimization and management
- ✓ Encryption management
- ✓ HIPAA, SOX, compliance
- ✓ License management
- ✓ Software installation and monitoring
- ✓ Web & Email based ticketing system to easily track your issue
- ✓ Windows patch management
- ✓ 3rd party application support

See next page for some of the software we support. If your software is not on the list, ask us.



ACE
Technology
Group

Give us a call at 610.640.4223 to get started with **aceRemotelT**, your very own IT department.

Additional ACE IT Services

aceCloud gives you access to our cloud server and a host of Internet applications that will make you and your team more collaborative and more productive.

aceVoIP Save 20-50% off your current phone bill. Eliminate the standard copper or other on premise PBX phone systems. Choose **aceVoIP**, our Voice over Internet Protocol (VoIP) phone service and get the phone features you need at a discount.

aceGuardian provides the data backup and security every organization needs. We monitor your servers and network 24/7/365, we backup your data automatically, and we make sure your PCs are protected against security threats.

aceInfrastructure can design and implement all your IT requirements and also provide setup and install enhancements like video surveillance, keycard door security, in-ceiling and conference room audio/video, and teleconferencing, with ongoing monitoring and maintenance.



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ACE supports all operating systems
Experts in MS Windows and Apple Macs

- ACT CRM
- Adobe
- Advanced Academics
- AS Ultrasound
- AutoCAD
- AVImark
- CadCam
- Cam Works
- Centricity
- ChartCapture
- Chromebooks Management
- ConnectWise
- CS Orthodontic Imaging
- CS OrthoTrac
- DBA Manufacturing
- Dentrrix
- Dexis
- Dragon
- E2 Shop System
- E-ClinicalWorks
- e-MDs Solution Series
- Foxit
- Google Docs
- Google Apps for Education
- Google Apps for Work
- IDBS Activity Base SARview
- Impromed Infinity
- KRS
- LH360
- Lytec
- MedEnt
- MedEvolve
- Microsoft Dynamics
- Microsoft Office
- Millennium
- NSPG Price Guide
- OfficeMate
- Ortho2
- Patient Prompt
- Plato
- PrimeSuite by Greenway Health
- QuickBooks
- Romexis
- Sage 100 ERP
- Sage Accounting
- Sage CRM
- Service First
- ShareSync
- ServMan
- Sidexis
- SpectorSoft
- SuccessWare 21
- TeleVox
- Toshiba Call Manager
- UroChart
- ViewPoint



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