



The AME Group's FLEX service is your enterprise-level I.T. solution. Whether fully supporting your entire technology environment or supplementing your internal I.T. staff, FLEX can be deployed to help you reduce costs, mitigate risks, and optimize your funding with our proven service methodologies.

Welcome to simplified I.T.

With the FLEX Information Technology solution, you receive:

Proactive Care

Our ProVue Remote Monitoring & Management toolset enables 24x7 monitoring for your systems, alerting, security patch deployment, scripting, and reporting for your technology environment, proactively remediating issues before they affect your organization.

Fast Remote Support

Staffed by trained technicians and engineers, our Operational Support Center is poised and ready to address technology issues by employing our remote support toolset, allowing us to remediate issues quickly and save the time required to send personnel onsite.

Onsite Specialists

When an onsite hand is needed, our onsite service teams are ready. Continually trained on the latest technologies through our dedicated training department, our certified technicians and engineers are equipped to meet your technology issues head-on.

Helping your organization thrive by simplifying your I.T.

That's the AME Way.

I.T. *Simplified*

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ESSENTIALS

FLEX Essentials includes:

- 24x7 device monitoring
- AME Service Tool
- Inventory Reporting

CORE SECURITY

FLEX Core Security includes:

- Managed Anti-Virus
- Windows OS Managed Security Patching

CORE CONSULTING

FLEX Core Consulting includes:

- Initial I.T. Survey of network
- I.T.-based Consulting
- Strategic Review Meetings
- Capacity Planning
- Software License Reporting
- Change Management Reporting
- Updated Network Documentation & Diagrams

OPERATIONAL SUPPORT CENTER

FLEX OSC includes:

- Remote proactive & reactive support
- 24x7 monitoring
- Access to Customer Portal
- Defined Escalation Process

ONSITE SUPPORT

FLEX Onsite Support includes:

- Labor, travel, & support included
- I.T. Survey of environment
- Detailed network documentation

OTHER SERVICES

Other available services include:

- Business I.T. Alignment Service
- 5-Year Planning Service
- Improved SLA
- Predefined onsite support staff
- Detailed project management
- Depot repair services
- Technology Engagement Manager

FLEX

INFORMATION TECHNOLOGY Powered by the ame group

SERVICES

Modular to fit your organization's particular needs, FLEX provides top-level service at a predictable price. Truly a partner in I.T., The AME Group is pleased to offer these services to help your organization thrive.

Call us today to discuss your technology environment and how we can partner with you to help reach your organizational goals!

1.800.264.8851

