



Degarmo Technologies

Keeping you connected

KEEPING YOU CONNECTED

SERVICE GUIDE

Managed IT Support & Management

Proactive monitoring, same-day help desk, patch management, and asset tracking — enterprise-grade IT management built for SMBs.



1

Proactive IT Management — Done Right

Degarmo handles your day-to-day IT operations so your team stays productive and protected.

Help Desk & Support

- ◆ **Ticket portal:** Submit and track support requests through the DT RMM help desk portal
- ◆ **Same-day response:** Commitment to same-day resolution for critical and high-priority incidents
- ◆ **Remote support:** Instant remote desktop access — no waiting for an on-site technician
- ◆ **Phone & email:** Direct support line and email escalation for urgent issues
- ◆ **Priority routing:** Tickets auto-prioritized by severity and business impact

Proactive Monitoring

- ◆ **24/7 alerting:** Real-time alerts for CPU, disk, memory, and network anomalies
- ◆ **Device health:** Continuous health checks on every managed endpoint and server
- ◆ **Network monitoring:** Switch, firewall, and connectivity monitoring with threshold alerts
- ◆ **Performance baselines:** Trend analysis identifies degrading hardware before failure

SAME-DAY SUPPORT COMMITMENT

Degarmo Technologies commits to same-day response and resolution for critical issues — contact your dedicated support line for immediate escalation.



2 Patch Management

- ◆ **Automated patching:** Windows, macOS, and third-party app patches deployed on a managed schedule
- ◆ **Patch compliance:** Reporting shows patch status across every device in your environment
- ◆ **Rollback capability:** Problematic patches identified and reversed before user impact
- ◆ **Vulnerability windows:** Emergency patching for critical zero-day vulnerabilities within 24 hours

3 Asset Tracking

- ◆ **Hardware inventory:** Complete inventory of all managed devices with specs and warranty status
- ◆ **Software catalog:** Installed application tracking and license compliance monitoring
- ◆ **End-of-life alerts:** Proactive notifications when hardware or software approaches end-of-life
- ◆ **Procurement support:** Hardware refresh planning and Lenovo procurement assistance

Need IT help? Contact Degarmo Technologies.

Oklahoma City, OK · Colorado Springs, CO — Same-Day Support
Commitment.

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