

Information Technology Service Management (ITSM)

Next Steps

In our last newsletter, we discussed the importance of ITSM. Specifically, ITSM is important because as businesses increasingly rely on technology to run daily operations, transact business, and communicate with customers, suppliers, and employees, NOT having the back office IT systems running optimally can cost an organization in REAL dollars, both through repair/restoration costs as well as lost opportunities. Recent advances in tools and technologies provide better services at lower prices, including methods that automate heretofore manual tasks.

Gallagher, Flynn & Company, LLP is pleased to announce that we now offer a customized/personalized ITSM Service called **ManagedCare**. **ManagedCare** streamlines and automates most of the tasks related to our Server Audit services. **ManagedCare** improves your computer usage and productivity through central management of:

1. Server and workstation patch management, such as Windows updates,
2. Computer inventory/audit,
3. Anti-virus management,
4. Anti-spyware management,
5. Backup management,
6. System monitoring,
7. Help desk ticketing and resolution.

Please call David Gadway, IT Consulting Manager, at (802) 651-7220 or email at: dfg@gfc.com to learn more.