



Ideal Computer Technology Ltd.
Your IT Experts



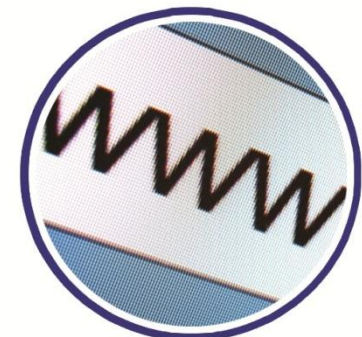
• **Service**



• **Quality**



• **Experience**



• **Technology**

Who are we?

- Ideal Computer Technology is an information technology solution provider founded in 2000.
- We serve businesses, government agencies, non-profit organizations, and residential customers.



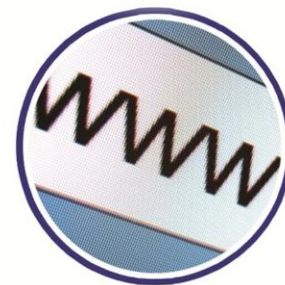
• Service



• Quality



• Experience



• Technology

Our Team

- Our team is full of highly motivated individuals who work day in and day out to promote the success of our company and customers.
- We are Microsoft and CISCO trained professionals who are ready to provide real world solutions to our customers.



Our Mission

At Ideal Computer Technology, our mission is to deliver industry leading and cost efficient IT solutions and services.



Why Us?

- **Service:** We offer many services at flexible rates and guaranteed response times.
- **Quality:** Our devotion to quality ensures that IT is done properly, the first time.
- **Experience:** We have been serving small businesses throughout the GTA since 2000.
- **Technology:** We commit ourselves to continuous learning and keep up to date with all new technologies.



• Service

• Service



• Quality

• Quality



• Experience

• Experience



• Technology

• Technology

Our Solutions and Services

- IT Outsourcing
 - Network Management
 - Security Management
 - Disaster Recovery
 - Remote Access
 - Data Backup
- Network Evaluation, Deployments
- Server Administration
- Web Design, Programming



Our Solutions and Services (Cont'd)

- IT Consulting
 - Realistic solutions
 - Efficient implementations
- In-House Services
- On-Site Services



Customer Support System

- How can we help?
 - Phone: 416-445-8808
 - Email: tech@idealcomputer.ca
 - Online ticket system:
http://idealcomputer.ca/support_centre/
 - Remote Support
 - On-Site Service

Our Standard Response Times

Severity	Description	Example	Response Time
Critical	Entire network is down. Business operations are completely down across the organization.	Server data is unreachable by all users.	4 Hours
Major	Some users have lost business function.	A few users have lost access to a group application.	Next Day
Minor	Business functions are still able to operate.	One user would like to update an application.	Monthly Maintenance Visit

References



See <http://idealcomputer.ca/contactUs/references.php> for more...