Fully Managed

Complete, proactive Managed IT solutions

Why Fully Managed by TELUS Business?

With decades of experience in IT, we provide companies with technology solutions, services and procurement expertise that focuses on being proactive - helping businesses work smarter, more securely and with greater efficiency.

More than ever, your business depends on your IT. Good technology decisions and investments support mission-critical functions, employees and customers! And that technology requires constant maintenance, attention and technical support to stay functional and secure. That's where Fully Managed by TELUS Business can help. We manage your technology so you can focus on your business.

IT support 24x7

We understand that 9 to 5 is a thing of the past for many businesses and that IT uptime is an absolute necessity. Our Fully Managed managed IT offering provides you with the expertise of our NOC (network operations center) for preventative maintenance, as well as access to our 24x7 helpdesk to assist users with IT issues and requests, available anytime, anywhere.

We can be your IT

Don't have the capacity to manage IT the way it should be? At Fully Managed, we want to be your trusted IT partner. Our complete managed IT offering is designed for companies who want to either supplement or extend their existing IT team or outsource to take advantage of an entire team of experts and best-in-class systems. We provide you with the industry's top tools, infrastructure, proactive monitoring, and security solutions so you can manage your business with confidence.

Supporting your business with Virtual CIO (vCIO)

IT should not be a source of frustration. It should be a contributing factor in your success. The Fully Managed vCIO service, working with your dedicated account manager, can get you on the right technology path and ensure your technology choices fit your needs and your budget. We also help you make sense of how technology is working for you, with helpful assessments, analytics and reporting.

FULLYMANAGED® by **TELUS**® Business

Feature	What these features mean to you	Components	FM Pro	FM Elite
Assessment	Assessments are used to create a baseline of assets & configurations. They identify IT service & infrastructure stability risks as well as potential vulnerabilities. In other words, where you are at today.	Baseline technology & security assessment	✓	✓
		Enhanced technology & security assessment	Optional	✓
Predictive failure monitoring	The ongoing performance, stability and security of your devices and IT services is continually measured in a predictive failure fashion. Predictive failure monitoring identifies upcoming IT failures which triggers automated issue diagnostics and remediation actions. This helps us mitigate technology failures that impact your productivity or put your organization at risk.	Workstation monitoring	✓	✓
		Windows server monitoring	✓	✓
		Line of business monitoring	✓	✓
		Windows server hardware monitoring	✓	✓
		Network device monitoring	✓	✓
		Virtualized server monitoring	✓	✓
Preventative maintenance	Routine maintenance tasks designed to prolong the performance and reliability of your IT devices are executed on a monthly & quarterly schedule. Each preventative maintenance task is monitored by the Fully Managed NOC (Network Operations Center) team to ensure the successful completion and overall stability of your devices and IT services is maintained.	Workstation maintenance	✓	✓
		Windows server maintenance	✓	✓
		Network device maintenance	✓	✓
Managed Security	• Fully Managed strongly recommends that our customers have coverage in each one of the components listed here. This will result in an integrated anti-virus, Windows O/S and 3rd Party Application Patching solution that allows our NOC to actively monitor, manage and update deployed devices. • Managed Backup provides ongoing, monitored protection for your critical data. Full Disaster Recovery, although optional, is also strongly encouraged to mitigate downtime concerns. • Managed Anti-Spam vastly reduces the volume of potential threats from email activity while reducing the time your team wastes on purging them manually.	Managed anti-virus	✓	✓
		Managed windows operating system patching	✓	✓
		Managed 3rd party application patching	✓	✓
		Managed Back-up & Disaster Recovery	✓	✓
		Managed anti-spam	Optional	✓
Reporting	The ongoing security, stability and performance of your SMB devices, infrastructure and applications is reported on regularly through current status, changes and potential violations.	Monthly reporting	✓	✓
		Asset & lifecycle management	✓	✓
		Quarterly vCIO Services	Optional	✓
Service Desk	Access to Fully Managed's NOC team for preventative maintenance issues deployed to SMB Workstations, Servers, Network Devices and/or our Service Desk Team for user-initiated issues & questions.	NOC services	Defined*	Unlimited**
		Helpdesk services	Defined*	Unlimited**
		Fully Managed Central	✓	✓
FMX (The Fully Managed Experience)	Fully Managed delivers next-level IT and insights that give your business and your team the ability to work with confidence and efficiency. FMX is your convenient, digital one-stop-shop for IT service.	Case management	✓	✓
		Reporting & analytics	✓	✓
		Live IT support	✓	✓
		AI chatbot & self-help knowledgebase	✓	✓
		Digital IQ & digital risk assessments	✓	✓

*FM Professional model: Includes a block of support hours/month. | **FM Elite fixed fee model includes unlimited access to Fully Managed NOC and Service Desk.

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