Managed IT
Portfolio

Proactive monitoring and management to continually monitor the stability and performance of your IT network

Aspen Technology Group, is more than just an IT provider—we're your dedicated technology partner. We understand your business needs and create tailored IT solutions that empower you to reach your goals.

Aspen is a leading expert on the services we all need to excel in today's business world: IT & networking, internet, and telecom. We're driven by two core principles, which are to ensure you have reliable IT and telecom, and to enhance your business's productivity with personalized technology. Businesses benefit from our fully managed IT, voice and internet services that keep their computers, phone lines, and emails working around the clock.

From Reactive to Proactive

Reactive IT
Service Model

Unpredictable Costs
Charges occur only when issues arise, often leading to unexpected, high-cost repairs.

Downtime is Inevitable
Systems fail before action is taken, resulting in productivity loss, customer dissatisfaction, and possible revenue impact.

Limited Insight & Planning
No continuous monitoring means potential risks and bottlenecks go unnoticed until it's too late.

Stressful and Disruptive
Teams are forced to deal with emergencies, leading to business interruptions and employee frustration.

No Long-Term Strategy
IT is viewed as a cost center, not an enabler of growth or innovation.

VS

Proactive IT
Service Model

Predictable Monthly Billing
Fixed-cost model with clearly defined services helps control and plan IT budgets.

Minimized Downtime
24/7 monitoring, patch management, and regular maintenance reduce incidents before they impact operations.

Enhanced Security Posture
Proactive threat detection, EDR, and compliance checks protect against ransomware, phishing, and data breaches.

Improved Productivity
Faster performance, fewer disruptions, and dedicated IT support empower employees to focus on work—not tech issues.

Strategic IT Guidance
Ongoing IT consulting, capacity planning, and roadmap development align technology with business goals.

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Remote Monitoring & Maintenance
Aspen Monitors Health and Performance

Aspen provides proactive IT managed services using a remote monitoring and management platform (RMM) to continually monitor the health and performance of your IT network –without any kind of disruption to your employees' activities. Our robust RMM platform supports early detection and remediation of issues before they cause downtime or data loss.

Remote Management

Remote monitoring and management of your workstations, servers, routers, printers and other network devices to ensure your IT support and management tasks are performed remotely, non-intrusively and effectively without interrupting your workflow.

Asset Management

Identification, tracking, and management of all IT assets—from acquisition to disposal—to ensure compliance, proper configuration, and traceability. Helps with accurate IT planning and budgeting.

Patch Management

Identification and automatic updating of all software patches and hot fixes to all of your devices giving you the peace of mind that all patches are up-to-date and your system will continue running at optimal performance.

Network Monitoring

Monitoring and controlling critical items in your infrastructure through powerful monitors and scripts to ensure potential issues are identified and resolved before they can affect your network performance.

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Hardware & Software Inventory

Collection and tracking of hardware and software inventory from Linux, Mac and Windows operating systems so you have a complete record of all of your IT assets.

Email & Browser Support

We offer comprehensive support for email systems and web browsers, ensuring reliable access, proper configuration, and issue resolution. Our team helps maintain performance, troubleshoot common problems, and enhance security for daily communication and web use.

Threat Management

We safeguard client environments with advanced EDR and MDR solutions, providing real-time threat monitoring, automated containment, and rapid response to neutralize threats.

User Management

We handle user lifecycle management, including account provisioning, permission control, and secure access setup across systems. Our support ensures users have the right level of access while maintaining security and compliance throughout onboarding, changes, and offboarding.

Reliable Business Internet

We provide and manage high-speed, business-class internet connections tailored to your operational needs. Our team ensures consistent uptime, proactive monitoring, and rapid response to minimize disruptions and keep your business online

Software Troubleshooting

We help customers troubleshoot and resolve issues across various software platforms, ensuring minimal disruption to operations. When vendor support is required, we assist in coordinating with the right teams to streamline communication and resolution.

Aspen Monitors Health and Performance
Intelligent & Complete IT Services

We maintain your mission-critical systems like an in-house IT team—without the high salaries. Whether supporting your internal IT or handling daily tasks they can't, our IT Essentials, Security & Compliance, and Cloud Hosting free them to focus on innovation and growth.

Your Source for Proactive Managed IT

Much more than a traditional help desk, our services provide our customers with professional and immediate support without the costly overhead. Our remote support specialists can handle over 76% of IT issues remotely focusing on rapid response time and first-call resolutions.

Keeping your computers software and firmware up to date is crucial to keeping your workstations and servers running smoothly. New viruses, Trojan horses, and other malware are created everyday, and our services take care of essential maintenance that your computer systems need.

We provide enterprise-grade Endpoint Detection and Response (EDR) combined with Managed Detection and Response (MDR) to safeguard against evolving cyber threats. Backed by a 24/7 Security Operations Center (SOC), our solution continuously monitors, analyzes, and responds to potential threats in real time. This proactive approach helps ensure your endpoints remain secure with expert intervention when it matters most.

Aspen's on-site services team is fully staffed and available to assist customers with IT requests that cannot be handled remotely. With professional experience to resolve issues that require a technician to be on location, you can trust in fast response times to common IT issues without the need to add additional staff and overhead.

Aspen's Remote IT platform
puts an entire team and their expertise on-call to resolve technical issues quickly and reliably.

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Why hire an IT employee when you can get better support for less?

Without reliable IT support, technology downtime and inefficient systems erode your productivity. Doing it yourself takes valuable time from your business, but hiring an in-house technician isn't the most cost-effective solution; and even then, they are just one person with regular working hours.

Aspen's Remote IT Help Desk Support puts an entire team and their expertise on call to resolve any tech issue you have quickly and reliably. Our proactive maintenance will also ensure fewer IT issues arise and your productivity stays high. This service is available in a variety of plans to fit your budget, so you only pay for what you need.

- Remote Maintenance & Patching
- Virtualization, Backup & Storage
- Infrastructure Management
- Network Architecture
- Business Internet
- Server, Desktop & Mobile Devices Support
- Cyber Security
- Managed Support

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Aspen Remote Help Desk Pricing
Remote Service Plans

The Aspen Remote Support service plans are designed for those Customers that either do not have an in-house support program in place or have an economically feasible alternative to offer additional support for repetitive mundane tasks and allow the in-house support team to focus on more critical needs.

T&M

REMOTE MANAGEMENT & MAINTENANCE (RMM) IT SERVICES

- Utilization of ATG remote management & maintenance software

- Daily, Weekly, and or Monthly scheduled reports emailed as requested.

- Portal Access to remote support ticketing for review and updates.

- Customizable schedule for automatic Windows updates

- Block hour

MSP

REMOTE MANAGEMENT & MAINTENANCE (RMM) IT SERVICES

- ALL RMM Services Listed in Basic

- Adding / removing software.

- E-mail application and browser issues

- Remote hardware and network troubleshooting

- User administration

- Desktop performance problems

- Customizable schedule for automatic Windows updates

- Active 24/7 Cyber Security Monitoring

- Utilization of Unlimited Remote IT help desk support 24/7

  - 5 block minimum

MSSP

MONTHLY PER USER 24/7/365

- Adding / removing software.

- E-mail application and browser issues

- Remote hardware and network troubleshooting

- User administration

- Desktop performance problems

- Utilization of ATG remote management & maintenance software

- Customizable schedule for automatic Windows updates

- Active 24/7 Cyber Security Monitoring

- Utilization of Unlimited Remote IT help desk support 24/7

*Remote service plans are subject to business size and quote creation. Please contact the Aspen sales team to move forward with a customized quote and discuss your specific needs. Terms and availability may vary.

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What we do for your business

01
Less Time Spent on IT
More time spent nurturing your customers and growing your business.

02
Unlimited Remote IT Help desk Support
Our RMM allows mobile access to customers, ensuring service and support 24/7.

06
Little Disruption to Operations
We provide advanced EDR/MDR protection with 24/7 monitoring from a Security Operations Center (SOC) to proactively detect and respond to threats.

03
Customized Reporting
Customers receive regular reports detailing the health, performance, and status of all devices monitored through our RMM platform.

How We Help

05
Reduce Overall IT Cost
Ensures your IT network and assets remain operational, allowing you to avoid unexpected expenses.

04
Maintained at All Times
All recurring maintenance tasks, including Windows updates, disk defragmentation and disk cleanups are properly updated and maintained at all times, during off-peak hours.

"Among current users of managed services, 46% of firms have trimmed their annual IT expenditures by 25% or more as a result of their shift to managed services, including 13% that have slashed annual IT expenditures by 50% or more on the IT functions they have given over to an MSP."

-CompTIA, Trends in Managed Services study

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