



### Summary:

- Competitively bid and awarded
- Municipal expertise
- Assessment and Consulting
- Technology Security
- Managed Support Services
- Website Application
- Design and Development

Centrally located in East Hartford, CCAT is a nonprofit resource that leads and inspires innovation through state, regional, and national partnerships in information technology, education, workforce strategies, advanced manufacturing technology, and energy solutions.

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## IT Managed Services

CRCOG General IT Services enable municipalities to have an independent perspective on IT and create customized solutions to meet their individual needs. CRCOG is proud to have partnered through a competitive bid process with Connecticut Center for Advanced Technology (CCAT) as our IT Strategic Partner, a 501(c)3 corporation to offer these services.

Centrally located in East Hartford, CCAT is a nonprofit resource that leads and inspires innovation through state, regional, and national partnerships in information technology, education, workforce strategies, advanced manufacturing technology, and energy solutions. CCAT works with many towns in Connecticut already and is attuned to the unique challenges faced by municipal IT.

### Available Services:

#### On-site support

- Part-time and full-time dedicated staff to cover onsite day-to-day IT needs
- Complete support with predictable fixed investment
- Strategic insight and planning through “Virtual CIO”

#### Helpdesk and ticketing services

- Access to CCAT IT Helpdesk during regular business hours
- Electronic issue tracking, accountability
- Fast response, efficient resolution

#### Uptime and security monitoring

- Automated monitoring of your systems, 24/7/365
- Technicians respond and remediate before most clients are even aware of issues

#### Full suite of services to maximize efficiency

- Assistance with license tracking and renewal
- Routinely scheduled system updates
- Backup and disaster recovery system monitoring
- Purchasing and planning assistance