





Our Company

Joy Communications is a company with a proven portfolio of IT Products and Services.

Our Portfolio of IT Solutions and Services are designed to fit from small-medium businesses (SMB's) to Enterprise. We are not just another IT company; we offer our customers top-notch Information Technology infrastructure by providing them state of the art technology, software solutions, hardware and services through our knowledgeable professional staff, Partner's and consultants, working closely with our selected teams to ensure the job is done right the first time, without excuses.

We will offer a tailored solution to fit your business needs and requirements, allowing a better return on investments (ROI) for your company by reducing your Total Cost of Ownership (TCO) and IT Expenditures, by giving you the best prices and rates for your projects.

We offer our customers 24/7/365 on-call support or advice, we run our business in a proactive approach, calling or verifying remotely your IT Infrastructure periodically before issues arise. Joy Communications was founded upon the belief that every company deserves an enterprise solution at an affordable price.

Great People Deserve Great Care

Joy Communications - Our Services

- Backup & Disaster Recovery Services
- Hardware Infrastructure
- Security Reviews and Assessments
- Network Evaluations & Solutions
- Infrastructure Inventory & Analysis
- Software inventory
- Mobile Device Management
- LAN / WAN / WLAN Design
- Servers Deployment
- Virtualization Technologies
- VOIP Telephony Systems
- Remote Systems
- Data Center Architecture Design
- Validation / Documentation Services
- Risk Analysis / Penetration Testing
- Tailored Services





Our Products

To widen the scope of solutions, services and products offered to our clients we have partnered with international providers of IT solutions. These two-way partnerships increase our capacity to bring the most suitable technology and greatest technical knowledge to all of our clients. We recognize that information is critical and we have partnered with a suite of products that will help our clients optimise the use of the latest technology to support their business requirements. We have strong knowledge and expertise with the following products but not limited to:

Acronis®
Platinum Partner



Joy Communications Keeps You Informed of:

- All new trends, products and technologies
- Security risks and vulnerabilities
- How to improve performance, reliability, and security
- Improved worker productivity
- Identifying your business needs
- Planning for the future



Hardware & Software **Support**

How many computers will I need to plan to replace this year? What is the status of my software licensing? Do I have enough memory to run a new application my company is purchasing?

Many consultants will come in and try to sell you all new equipment and software when all you are trying to do is correct a performance problem. We'll analyze each piece of hardware and software, create a detailed inventory, and make recommendations on whether to upgrade it, replace it, or leave it alone, so you get the right solution, not a one-size fits all approach.

We'll perform a detailed analysis of your computer network hardware and software to determine if it will fit your business needs going forward, and to ensure that it will be running and reliable when you need it.

Joy Communications Keeps You Informed

- Of hardware you have and understand its remaining useful life
- All the software that is installed on your network
- Determine present and future hardware and software needs
- Determine budgets and prepare for upgrades
- Plan for the future

You Will Receive:

- Hardware inventory
- Software inventory
- Basic Network diagram
- Physical environment assessment
- Analysis of network architecture
- Security assessment
- Forward looking IT budget

Advantages:

- No Risk: 100% Satisfaction Guaranteed
- Noninvasive fact-finding
- Work with technology leaders
- Understand your risks, identify your needs



Customer Testimonial

"As a growing business with limited resources and minimal IT staff, we have always found ourselves reliant on companies that can aid us to competing in our industry. At a time when we most needed rapid response due to new servers being implemented and critical applications failing, Joy Communications was able to get to us, assess, recommend, and implement a plan that made our old IT consultant look incompetent. Any time we have an issue—from a simple email question to technical infrastructure or deployment, Joy Communications gets it done, fast, and right the first time. This enables our business to succeed and keep our IT costs low."



JoyComm Support™

ProActive Support™ is a fixed cost on-site and remote network support service that helps your company downsize the costs associated with avoidable systems downtime. It also protects your critical data from security threats, and performs the updating, patching and preventive maintenance that is necessary to keep your systems operating at peak efficiency. All that, over 150 US based help desk staffed with certified senior staff, and 24/7 emergency support with extra-fast response times.

Top 10 Benefits of using JoyComm

1. Get all the support of a traditional computer consultant PLUS the benefits of our proactive, monitored approach
2. Save as much as 50% over the cost over typical break-fix network support through state-of-the-art 24x7 monitoring
3. Catch problems early-on and prevent them from spreading and creating additional costs or loss of workforce productivity
4. Improve call-to-repair time and increase network uptime through our advanced remote desktop support technologies
5. Verify that critical business data is being properly backed up and that backups are available when you need them
6. Enhance network security and reduce business risk through real-time analysis of security threats and intrusion detection
7. Optimize performance of your computers and maximize your technology investment thru thorough preventative maintenance
8. Obtain full IT support through our US based help desk with guaranteed response times and 24x7 emergency support, when applicable.
9. Replace your expensive hourly consultants with low-cost, unlimited help desk support from our certified senior staff or engineers
10. Fixed cost makes your IT budget stable and predictable



Get all the support that a traditional computer consultant would provide, PLUS all the benefits of our proactive approach AND save money in the process!

Customer Testimonial

"We have enjoyed our relationship with Joy Communications for the past year. Your experts bring attentive response and attention to detail that both defines and distinguishes your organization. Expert help is always available to help find answers to our hardware and networking needs. Businesses must deal with many variables and numerous problems. It is most comforting to know that Joy Communications is there for us when we need them!"



It is very important to us to be recognized as the premier service and products provider for information technology and consulting services. We are dedicated to provide our customers with top results to meet their business requirements for just the products and services they need, not billing for what is not needed.



Contact Us Today

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