

MANAGED IT SERVICES CLIENT ONBOARDING AND TRANSITION METHODOLOGY

Initial Managed IT Services Proposal Phase

- The assigned Account Manager documents client basic infrastructure and service requirements
- We provide a comprehensive Managed IT Services Proposal for budgetary purposes until an infrastructure audit is performed for final pricing
- The Managed IT Services proposal agreement is reviewed and approved by the client in principle

Detailed Documentation Phase

- An infrastructure audit is initiated
- The Account Manager will provide the audit document, infrastructure enhancement recommendations and finalized Managed IT Services Proposal for review and acceptance

Managed IT Services Proposal Review & Acceptance Phase

- The final Managed IT Services Proposal is approved by the client with the intention to proceed
- We provide the service inclusions and start date for final acceptance and signature

Transition Schedule Phase

- A Project Manager is assigned for the onboarding
- The Project Manager provides detailed transition milestones including Managed IT Services onboarding schedule, support services how-to documentation, security requirements review, staff training, monitoring & remote service capabilities and any required infrastructure enhancement projects with dates and timelines
- Obtain necessary systems access
- Finalize service support cut-over date support provided during initial stages of transition
- Regular business and service reviews are scheduled by the Account Manager
- Managed IT Services onboarding process complete



Managed IT Services Partnership Team



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MANAGED IT SERVICES

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IT Company you can Trust.



Ensure that your IT operations run optimally & predictably while keeping your critical data safe and secure.

Managed IT Services provides the best value for your IT dollars, by providing a complete solution for your IT needs at a fixed monthly rate.

Proactive IT monitoring & maintenance detects and solves potential IT issues before they become problems, ensuring that your business runs smoothly at all times.

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5 REASONS TO CHOOSE MANAGED IT SERVICES

1 Predictable Monthly Costs
Monthly Managed IT Services breaks down costs into fixed monthly payments so that the essentials are covered, while lowering the likelihood of unpredictable costs. Budgeting is easier as expenses can be allocated on an annual basis instead of under emergency conditions.

2 Reduction in Unplanned Downtime
With monitoring and maintenance, your critical systems will have higher availability, while reducing or eliminating the financial impact of unexpected downtime caused by IT failures.

3 Increased Productivity
With Managed User Support Services, non-IT staff members can remain focused on their primary function. Internal IT staff or IT Power Users can work on more critical in-house projects, while the Managed IT Services handles the day-to-day.

4 Enhanced Security and Compliance
Managed IT Services armed with the latest industry compliance and security knowledge can be depended upon to advise you on overcoming compliance issues and implementing additional security protocols, policies, and procedures.


5 Business Planning
Our consultation team reports to you on the current status of your IT, including recommendations for enhanced performance and cost savings. The added value of regular reviews include detailed service reporting, IT planning, consultation, budgeting, and alignment of IT to match your company goals.

We translate technology into business terms for you.


MANAGED IT SERVICES INCLUSIONS

 **Unlimited Remote & Onsite Support**
Unlimited telephone, remote and onsite support options are available.


Computer Management includes anti-virus software licensing and malware removal. Support is included for directly attached standard peripherals, such as attached printers, to resolve connectivity or basic hardware issues.

 **24x7 Monitoring & Support**
End user telephone support is provided via toll-free number and available 8:30am to 5:30pm from Monday to Friday. After hours support is also available 24x7, 365 days per year by contacting our support line.

After hours support requests are live answered by a call attendant to validate the request, then assigned to a support specialist that is familiar with the IT environment. Issue resolution is automatically initiated by our 24x7 NOC (Network Operations Centre)

 **Help Desk Platform**
Enterprise level technology platforms are used to manage every aspect of our clients IT infrastructure. The platforms provide a highly integrated ticketing system that enables our team to easily and effectively track all service requests and their associated devices. Service tickets can be created automatically by our monitoring software, manually by our service team or by clients via email, or through an available client portal.

 **Canada Wide Services**
Through our established IT partner community, onsite IT service technicians are available to be dispatched from over 150 cities across Canada. Feet on the ground support is readily available for multi-location businesses of all sizes including those with internal IT staff.

 **Centralized Management Tool**
We utilize enterprise class centralized management tools for remote 24x7 monitoring, audited remote support, centralized auditing, patch management and asset reporting. The IT management platform provides our team with proactive user defined monitoring with instant notification preventing problems before they lead to outages.

 **Management Deliverables and Reports**
Regular strategic planning is an important aspect of the service we provide, and regular collaborative planning will ensure maximum ROI for your IT investment. To help with strategic planning, we make available a wide range of reporting on a regular basis.

