How does my team request support?

ITS Help Desk will provide support to your issues and questions 24/7 via phone, email, or using our website. Our coordinators verify the requests and assign your tickets to our awesome team of service desk engineers. This includes everything from password resets to server outages. We will support you using remote connection tools, guide you through a call, and if needed we will send an engineer on-site to handle the request.

What happens if one of my team needs support after business hours?

We have a primary and backup support engineer on-call every single night, including holidays, weekends, etc. You and your team should reach out the same way that you would during normal business hours.

How often do you come to our office?

A key piece of our Managed IT Services approach is "Network Administration." You'll have at least two engineers dedicated to your account who will visit your office regularly to ensure everything is working as it should. They'll know your network and your employees inside and out. This means you don't have to explain things repeatedly. They'll understand that Joe's issue with his computer is totally different from Sally's.

What kind of companies are good candidates for Managed IT Services?

If you can relate to 3 or more of these statements, your company will benefit from a Managed IT Services approach:

- You realize that IT is an integral part of your business that can no longer be handled by the boss's kid, one of your staff members, or the guy next door.
- You understand that IT is no longer an optional expense, but an operational expense similar to electricity.
- You want an IT firm that thinks like a business advisor before thinking like IT technicians.
- You just want it all to work!
- You did not choose your career to mess around with IT issues.
- You understand what it costs your company when you're not able to focus on your top priorities.
- You do not want to be in the IT business.
- You do not want to deal with IT.
- You are done trying to get tch-savvy to understand what you really need.
- You realize the hourly cost of downtime and business interruption is so much more than a technician's hourly rate.
- You are finished with trying to manage your network's assets.
- You are done with finding, hiring, and managing IT staff.
- You never want to deal with technology vendors blaming each other.

Signs that you might not be a good candidate for Managed Services?

- You are a do-it-yourself type and only want help when you cannot figure it out yourself.
- Why pay someone else if you can figure it out yourself?
- Your IT plan is to keep the network running until the wheels fall off. Then we will deal with it.
- You do not measure the performance of your business and employees.
- You are content creating "work-arounds" or applying "Band-Aids" to fix problems.
- You do not care how your employees use business resources during business hours.
- You think "those IT problems" are not too bad, we can just work harder.
- You believe a PC should last more than 6+ years.
- You enjoy spending free time learning how to fix computers.

- You really do not care if employee efficiency or morale can be improved.
- You depend on "non-professionals" to help you out with IT.
- You maintain that business productivity and performance are secondary to IT costs.

What geographical area do you service?

Intelligent Technical Solutions is available in Chicago, Detroit, Las Vegas, Los Angeles, Phoenix, and San Francisco.

What sized companies benefit from Managed Services?

For Managed IT services to be of value to your company, you should have at least 10 workstations/end users and at least 1 server.

The maximum size depends on your company's business model, number of locations, strategic initiatives, growth plans, etc.

For companies under 200 end-users, an MSP can be the total IT department (CIO, help desk, network administration, and centralized service) or just act as a supplement to in-house IT staff with ala carte services and projects.

For companies with more than 200 end users, we usually see businesses hire an in-house technology engineer, but still keep certain parts of IT strategy, Business Continuity, Cybersecurity, and Network Patching and Monitoring outsourced depending on your needs.

I only want to pay when I need you. Why would I want to pay a monthly fee?

The "Break-Fix" (pay-as-you-go) model is when an organization calls an IT service provider to fix a single problem. The provider usually goes onsite, and repairs the issue, then sends a bill for their time. This model rewards IT companies when things break.

One of the issues with this type of arrangement is that there is no incentive to fix any problem but the one the technician has been called in to fix.

Today's computer networks need regular "care and feeding" to catch and correct problems when they are small and easy to handle.

Managed Services reward both the client and the IT service provider for UPTIME! It is in the best interest of both companies to maintain a strong and healthy network.

We do not offer "Break-Fix" repairs and only offer monthly maintenance plans.

So, what does a typical plan cost?

Pricing is based on the number of devices (Servers, PCs, laptops, and other peripheral equipment) or the number of users on the network. You can <u>check our website</u> to get a range on the cost of Managed IT Services.

What happens to my bill if I use more hours than usual in any given month?

If not included in your support plan, reactive support services can be purchased for an hourly fee. The price per hour as it pertains to all remote or onsite support sessions for reactive support services will be set forth in the Customer's support plan.

What is Onboarding?

Onboarding, put simply, is the process of ITS gaining visibility and control of a new client's IT system. It has two initial critical phases: protection of company data and learning of the current IT environment.

Are you insured?

We carry Business Liability, Workman's Compensation, Errors and Omissions, Cyber liability and any other state or federally required insurance that will protect you and your business.

We have an in-house IT team. What can you do for us?

Many of our clients have an existing IT staff. If you already have IT employees, we will work with them to relieve their daily responsibilities so they can focus on

proactive maintenance and other larger projects. This allows your existing IT staff to work more efficiently, saving your company time and money.

What if our network is already working fine?

Most networks that we encounter are actually far from healthy, although the client often doesn't realize it.

There is a lot that can be done, from installing patches to verifying and improving security to replacing outdated hardware that will improve the average network.

What happens if we try out your service but find that we don't like it?

We're confident that you'll not just like it, you'll love it. That's why we offer month-to-month packages. Once you're with us, you'll never want to leave.

I'm interested. What's my next step?

Reach out today for a FREE IT Services Consultation. Fill out the form and we'll be in touch in the next 24 hours. You can also contact us by calling (855) 204-8823.