



Managed Services Annual Plan Overview

Objectives
Methodology
Client Solutions



Today's Small Business Environment

- Limited internal staff and depth
- Inability to fully leverage investments in core business applications
- Mapping current staff to strategic initiatives
- Undefined policies for overall proactive management
- Covering day to day tactical issues
- Distributed office environments requiring support



Small Business Client IT Objectives

- Refocus current staff on core business functions
- Stabilize and increase reliability of IT within the organization
- Reduce overall operating costs and increase service levels
- Map IT objectives to business needs through strategic planning
- Optimize the use people, process and technology to meet business goals
- Seek partner relationships that help achieve critical objectives



Requirements for a Successful Partnership

- Provider must be a capable of supporting existing hardware and software.
- Provider must utilize industry best practices as means of facilitating growth
- Provider must ensure service levels are met under a contractual relationship
- Provider must provide state-of-the-art, efficient, scalable, & cost effective solutions
- Provider must provide the experience to guide client in IT – Business planning



SBT's Managed Services Integration Philosophy

- Provide lifecycle planning, justification, deployment and support using a proven methodology (***SBT Partners Engagement Model***)
- ***Technical Account Management*** – Defined management hierarchy responsible for service delivery and customer satisfaction
- Utilize managed services offerings from best in class partners to maximize uptime and reduce costs
- Provide SLA's for all critical IT systems
- Tailor and manage support agreements to meet customer requirements
- Serve as single point of contact for all IT managed services needs
- Report all systems information, services issues, and historical data collected to the client via support Portal
- Deliver services for a fixed, predictable, monthly fee





SBT Partners Client Engagement Model

- **Current Infrastructure Review**
 - » Review current technology environment and compare to Industry Best Practices
 - » Assess the gaps and analyze risks
- **IT Policies & Procedures Review**
 - » Perception and role of IT
 - » Review current IT organizational structure
 - » Work breakdown, roles, services
- **Documentation & Proposals**
 - » Technology & Stabilization Plan
 - » Annual Plan Proposal





SBT Partners' Annual Plan

A comprehensive partnership that combines assessment, implementation, full-service support and planning...*all at an affordable fixed price*





Annual Plan – Core Support Services

- **Comprehensive Server Management**
 - » Server OS Support with Patching, OS/Hardware/Core Application Monitoring, Onsite Remediation and Remote Administration
 - » Application Coverage for Core MS Apps
- **PC Proactive Care**
 - » Helpdesk & Asset Management
 - » OS and Select Application Support with Patching
 - » Managed Antivirus and Spyware Protection
 - » Onsite support when appropriate
- **Network & Security Management**
 - » Real-time availability monitoring of network devices
 - » Administration and management
 - » Onsite Remediation when appropriate





Annual Plan – Technical Account Management

- Main point of contact for issues related to delivery of the Annual Plan
- Call escalation monitoring and troubleshooting
- TAM Reviews
 - » Research calls, investigate issues, generate reports
 - » Onsite or phone review with customer and plan updates/modifications to support structure/process.
- IT Roadmap
 - » Develop Roadmap for IT enhancement/improvements with customer
- Strategic Planning
 - » Assist in planning of IT projects from Roadmap and ad-hoc projects
 - » Adjustments/modifications to Annual Managed Services Plan





Benefits of Partnership...

- Proactive Managed Services support infrastructure
- Strategic Guidance & Alignment of IT to your business
- Defined Service Levels (SLA) for Critical Systems
- Balanced & right-sized technology
- Managed IT and expertise 24x7
- Recommendations and implementation of proven technology
- Ability to focus your team on driving business value
- A Trusted Advisor for technology
- ***Simplified IT!***



The New Paradigm in Information Technology Service Delivery for the Small Business is Managed Services...

**Questions
Discussion
Next Steps**