

SMART

Round the clock IT support from the industry leader in Intelligent Automation

IT downtime is a killer to productivity

Smaller companies struggle to attract and retain high caliber IT resources. A Managed Service Provider (MSP) can help – but finding a quality, trustworthy MSP can prove to be difficult, and the traditional approach to Managed Services often comes up short:



Recurring issues your MSP can't fix



Slow response times at the help desk



High cost for the level of service



Ticket escalation due to low-tier staff



Best talent is overwhelmed



High employee turnover at MSP

If these issues sound familiar, nDivision's **SMART IT Support** offers a better solution. One that applies the intelligent use of technology to provide 24/7 assistance and solutions to keep your SMB ahead of the technology curve.

Our 5-Point Methodology for SMART IT Support



Service Level Agreements that go above and beyond. The skilled engineers at our Network Operations Center are available 24/7/365.



Metrics that matter. Track service quality and ticket resolution in real time with a comprehensive and easy-to-use Customer Dashboard.



Automation to resolve the most common IT incidents autonomously. Routine problems are fixed behind the scenes with zero human interaction.



Remote resolution capabilities allow our engineers to remediate 99.8% of infrastructure incidents without ever setting foot on site.



Talent to get the job done on the first call. Our U.S.-based Help Desk is staffed with more accomplished engineers for faster resolutions and fewer escalations.

Let's Talk

Set up an appointment to discuss **SMART IT Support** at your business - sales@nDivision.com

**Customer is required to have an active manufacturer's hardware/software warranty or equivalent maintenance agreement in place for each managed device.*



60

Second Help Desk Response Time

83%

IT Infrastructure Tasks Handled by Automation

81%

First Call Resolution

96%

Customer Satisfaction

90

90 Day Guarantee

IT MANAGEMENT AND HELP DESK

	ESSENTIAL \$99	ADVANCED \$129	PREMIUM \$149
End-to-End IT Management and Support	●	●	●
24x7 VEaaS®, CMDB and Intelligent Automation	●	●	●
Unlimited 24x7 Help Desk Access	●	●	●
Asset Lifecycle Management	●	●	●
Live Network Documentation Portal	●	●	●
Customized OS Patching per Customer Requirements	●	●	●
Customized 3rd Party Software Patching	Optional	●	●

CLOUD SERVICES

	1TB	2TB	4TB
Fully Managed Cloud Backup	1TB	2TB	4TB
Azure Cost Management	Optional	●	●
Azure Optimization Management	Optional	Optional	●

SMART SECURITY

Managed Anti-Virus	●	●	●
Managed Anti-Malware	●	●	●

SMART SECURITY PLUS

Managed Endpoint Encryption (specific Windows versions)	Optional	●	●
Endpoint Isolation Protection	Optional	●	●
Advanced Endpoint Detection	Optional	●	●
24x7x365 Real-Time Security Monitoring	Optional	●	●
Proactive Threat Hunting	Optional	●	●
Incident Validation & Notification	Optional	●	●
Incident Response & Remediation	Optional	●	●
Security Orchestration Automation & Response	Optional	●	●

SMART SECURITY EMAIL

Advanced Email Recovery	Optional	Optional	●
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SMART SECURITY AWARENESS

Email Phishing & Security Awareness Training	Optional	Optional	●
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SMART SECURITY DARK WEB

Organization Dark Web Monitoring (up to 5 domains)	Optional	Optional	●
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IT STRATEGY AND SERVICE MANAGEMENT

Unlimited Access to Expert IT Advice	●	●	●
Assigned Relationship Manager	●	●	●
Real Time Reporting and Monthly Service Reviews	●	●	●

ONBOARDING FEE

One Time Fee = One Month Service Charge	●	●	●
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INCLUDED EQUIPMENT

Laptops and Desktops	Five laptops or desktops for every four end users (overages are charged at \$29/month)
Windows Servers	One Windows server for every five end users (overages are charged at \$149/month)
SANs	One SAN for every fifty end users (overages are charged at \$299/month)
Network Devices	One network device for every five end users (overages are charged at \$39/month)
Tablets and Mobile Phones	One tablet or mobile phone for each end user (overages are charged at \$19/month)

CONSIDERATIONS

*Pricing is based on remote management and a three-year contract. The minimum monthly fee is \$999. Additional terms and conditions apply. Custom plans and pricing are also available.

