

## SMB Managed Services

A trusted partner in a world where IT is increasingly complex and pervasive

### Mundane as well as Complex Tasks

nDivision understands that medium businesses have the same types of IT resourcing challenges as large enterprises. At one end of the scale, servers need patching or network configurations require updates, but at the other end of the scale, there may be database issues or security measures that need to be addressed. We can take care of the mundane tasks on an agreed schedule, but also provide a 'safety net' for the more complex challenges.

### 24/7 Support and Cover for Sickness and Vacations

It can be challenging for a relatively small IT team to provide support outside of normal business hours, as well during sickness and vacations. Our Managed Service includes 24/7 support as standard and is provided to mutually agreed Standard Operating Procedures.

### IT Staff Turnover

The IT marketplace is very competitive when it comes to attracting and retaining staff. Our Managed Service will cushion your operation from these challenges by providing a reliable service with contractually guaranteed response times.

### Affordable and Predictable Pricing

Our Managed Service is priced based on the number of servers, storage, and network devices that you have. If your IT infrastructure grows, shrinks or migrates to a public cloud, the cost of the service adjusts accordingly. The service is designed for medium businesses, and you may be surprised at how affordable it is.

### Compliance and Controls

In addition to managing the IT needs of small businesses, nDivision manages IT operations for fortune 500 enterprises. For this reason, we are required to adhere to strict controls and security standards and attain certifications to confirm our levels of compliance. In addition to extensive third party security penetration testing, our controls, processes and procedures are audited annually by a third party to assure compliance with SOC 2 TYPE II standards. This is a critical characteristic every

**We can supplement your existing IT resources to extend your organization's breadth of skills and bandwidth. nDivision will handle incidents 24/7, and provide peace of mind in an ever-changing it landscape.**

business owner should be looking for in their MSP. Generally small local MSPs will not be prepared to comply with, and certainly will not be audited and certified in compliance with these types of standards thus leaving your company at risk. In today's world it is more critical than ever to choose wisely when considering a Managed Services Provider.

### Managed Service Benefits:



Resolve incidents in minutes instead of hours



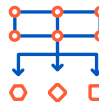
24/7/365 support from U.S. based engineers



60 second Help Desk response time



99.8% remote resolutions



83% of IT tasks handled by automation



81% first call resolution



Affordable and predictable pricing structure



Executive dashboard for real-time reporting



**“We use nDivision to manage our servers and network, and they provide our End User Help Desk as well as manage our Office 365 service. The service levels have been exceptional, and the cost of the service is significantly lower than it would be if we had to staff up for it ourselves.”**

**-Brie Ramirez, Operations Coordinator, Goranson Bain**

### Using Automation to Improve Service Levels

We are leading the way in using automation to drive up service levels within IT Operations. Our ‘digital engineers’ monitor your environment day and night, looking for alerts and error conditions. When they identify a problem, they open a ticket, apply the automated resolution, and close the ticket. If they can’t resolve the problem, they collect and log all incident details including the actions they’ve taken and escalate it to a human engineer for resolution. Unlike human engineers that may take 15-20 minutes to resolve a typical issue, or 40-60 minutes to resolve a more complex issue, on average, our digital engineers fix issues in approximately 5 minutes. Furthermore, digital engineers don’t make mistakes and will consistently produce predictable outcomes.

### Support for a Wide Range of Infrastructure

nDivision supports all the major server, storage, and networking vendors. The service includes support for hypervisors such as VMware and Hyper-V, and operating systems such as Windows, Linux and Red Hat. We’ll update network configurations and manage networked printers. With the exception of hardware deployment, major version changes and application development, all aspects of managing your infrastructure, hypervisors, and operating systems are included in the service.

### Vendor Management

Regardless of the hardware manufacturer or software vendor, nDivision will manage the associated support contracts for you and handle all escalations, as needed. Our broad range of experience and expertise insulates you from the overhead of dealing with multiple vendors and minimizes the potential for ‘finger pointing.’

### 24/7 Network Operations Center (NOC)

One of the most important aspects of a Managed Service is the peace of mind that comes with the knowledge that your IT Operations function is in good hands. Our Network Operations Center is at the core of our service and is staffed around the clock by skilled U.S.-based engineers. All engineers have business-class laptops and can work from home as needed.

### Let's Talk

Set up an appointment to discuss how our **Managed Services** can improve IT operations for your Small to Medium Business - [sales@nDivision.com](mailto:sales@nDivision.com)

### Executive Dashboard for real-time reporting

Our real-time Executive Dashboard provides data on the quality of service (incident remediation can be rated by the person that opened the ticket), availability data (overall, device type, mapped location, and site), inventory data (asset type, operating system, location, etc.) and patching data (installed, pending approval, missing approved, and failed). The Speed of Service metrics includes service level achievement, speed by priority, speed by time and speed by support team member. The Resolved Tickets metrics includes count by team, percentage closed by team, mean time to respond and mean time to resolve. Custom views can also be created as a separate services engagement.

