



ALL SERVICES: EXPLAINED

100% NON-TECHNICAL!

Managed IT Services is a big term with a lot of moving parts. To help you understand the value **RPM Computing** provides to our clients, we wanted to provide a breakdown of the expertise we provide in our service in **non-technical terms!**

We'll be breaking down the following:



Help Desk Support



Cybersecurity



Backup and Disaster Recovery



Microsoft 365



IT Strategy and Professional Services



Cloud Services



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Help Desk Support

Your employees hold onto their issues **without a responsive help desk**, which slows down their work or prevents it entirely!

Think about the current process your team uses to get help. **It probably falls into these primary categories:**

1. **They ask someone at your office** – This is very common and one of the main reasons you want to have an IT Provider: now you have **two individuals** that you're paying spending time on an issue that an expert can solve in minutes. **That's real dollars lost!**
2. **They just deal with it** – You would be amazed how many times an organization thinks they are low maintenance... When they get an IT team that **actually solves their problems**, it's like a **floodgate** at first due to the large number of employees that have held on to issues! This is the "illusion" of low maintenance that is **costing your business productive time**.
3. **Service tickets** – With **RPM Computing**, your team submits a service ticket and we jump on the ticket to find a **long-term resolution**. This frees up the back log, prevents employees from wasting time, and creates more productivity and money for your business!



Cybersecurity

Many businesses believe they are not a target for ransomware or other breaches: **it's not a scare tactic to say that you are!** The bad actors **KNOW** that small businesses are the least likely to have the proper cybersecurity layers in place.

However, if they cannot access their data, **they will definitely pay for access**. That is exactly why cyber attacks have been growing **exponentially** - they do not care about your data, **they care about your money**.

It would be easy to outline the layers we put in place, **but it would be most helpful to explain the why and how!**

There are 3 primary considerations when creating our cybersecurity best practices:

1. **User impact** – We understand that if it slows your organization down, **then the ROI in choosing our service goes down**. The majority of our layers have **no impact** on the end user, and the ones that do are **efficiently guided!**
2. **Effectiveness** – Does the layer provide **additional value** to your organization? We've tested thoroughly to ensure they work effectively and **are each unique**.
3. **Price** – We service **small and medium sized businesses**. If it checks the first two boxes, we need to make sure it's at a price point that our clients can manage; otherwise, **they go without the necessary security**.

You can put your mind at ease knowing you have a team dedicated to protecting your business!



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Backup and Disaster Recovery

While this service may not be the most exciting, **it is critical**. If something happens to your data, whether it's user error, employee inside actor, or a hacker, **we ensure that your data is safe!**

If you have onsite servers, they will be replicated **onsite** and **offsite**. We can quickly get your server restored and operational.

See our Service Level Agreement and Disaster Recovery plan to get specific timelines based on your agreement.

In addition, **backing up your Microsoft 365 accounts** is critical. A user can easily delete their emails, or a SharePoint site could be infiltrated. Having a third-party backup **ensures that data is not lost!**

Speaking of Microsoft 365...



Microsoft 365

If you're like most businesses, **Microsoft 365 is a major component of your productivity.**

Many IT companies just set users up with email and provide no training and minimal support on a **fundamental aspect** of your business.

We are Microsoft 365 experts that will help you use this productivity suite to get the most out of your subscription!

Not only can we provide **fast response** and answer questions on maximizing your Microsoft 365 subscription, but we also offer **end user training** through tech tip videos that teach them how to get the most out of their computers and Microsoft 365.

We also provide guidance on the additional applications included **at no additional cost** in your subscription, along with instructions on **how to use them**.



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IT Strategy and Professional Services

Are you **opening a new office**? Are you ready to **get rid of old or aging servers**? Do you want your IT closet to be **clean and labeled**?

As your IT partner, we will be consulting you on **technology projects that will help your business thrive**.

Our professional services team **lays out a plan and timeline** to take you from your current environment to where you envision your organization to be!

1. We eliminate the need to remote into the office by moving to a **fully cloud-based SharePoint environment**.
2. We set up your new office with **conference room systems, security cameras, and the latest computers** with dual or wide screen monitors.
3. We assist with evaluating the **correct technology partners** for your organization. Having a professional services team assist with evaluation and selection of vendors significantly **reduces headache and frustration!**

You take your business seriously and want it to look and feel both **professional** and **cutting edge**. Now you will have the IT Provider to **make sure your technology matches that mission!**



Cloud Services

There is no **one size fits all** when it comes to the cloud. If a potential IT provider (or your current provider) is creating a cloud proposal without doing a deep dive into your current business needs and technology, **you are being provided a cookie cutter approach**.

This is a recipe for frustration when moving to the cloud!

We sit with you to **identify your future goals** for growth, how you **prefer to interface** with your data, and **what options are available to you** to ensure that you are happy with moving to the cloud.

Cloud is inevitable in many ways, but it requires **proper planning and implementation**. Working with **RPM Computing** ensures you are in the best hands to help you with this transition that will **improve your organization overall!**





It's time to take **full advantage of the value RPM Computing provides** and achieve your goals!

Schedule a free consultation call at
rpmcomputing.com



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