PETABLOC

Managed IT Services
by business-minded experts in cloud

Capabilities
How our MSP program can help your business

Offerings
Breakdown of our different support tiers

petabloc.com

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At Petabloc, we understand the vital connection between IT support and your company's technology goals. Our approach is to align our support services with your objectives, ensuring that we provide effective solutions.

1. **Strategic Alignment:** We believe in closely aligning our IT support with your technology goals and overall business strategy. By understanding your organization's objectives, we customize our support services to directly contribute to your success.

2. **Technology Roadmap:** We collaboratively develop a technology roadmap that outlines the desired future state of your IT infrastructure. This roadmap guides our MSP services, ensuring that we provide the necessary support and solutions to help you achieve your technology goals.

3. **Proactive Planning:** Our approach is proactive, staying ahead of industry trends and emerging technologies. By anticipating your evolving needs, we recommend strategic IT investments and adjustments that align with your long-term goals.

4. **Scalable Solutions:** We recognize that technology goals may evolve over time. Our scalable MSP services adapt and grow alongside your organization, whether you're undergoing digital transformation, expanding operations, or integrating new systems.

5. **Collaboration and Communication:** Effective collaboration is fundamental to our approach. We work closely with your team, engaging in regular discussions to align our support efforts with your technology goals. Transparent reporting and updates keep you informed about our progress.

At Petabloc, we are committed to aligning our support with your objectives. We offer customized solutions, proactive planning, and collaboration to drive your business forward. By understanding the connection between IT support and your technology goals, we deliver effective and impactful services.

Petabloc brings extensive industry experience and expertise in cloud, DevOps engineering, and architecture consulting, which uniquely enhances our MSP offering. Our deep understanding of high compliance industries, particularly healthcare and finance, adds significant value to our MSP services.

1. **Seamless Transition:** Leveraging our experience in cloud and DevOps engineering, we can seamlessly integrate MSP services into your existing infrastructure. Our familiarity with cloud-based environments enables us to efficiently manage and support your systems, applications, and data.

2. **Proactive Monitoring and Security:** We excel at proactive issue prevention and rapid response to cloud-based alerts, ensuring smooth operations and optimal system performance. With advanced monitoring systems and expertise, we detect and address potential issues before they become critical, maintaining the integrity of your systems and minimizing disruptions.

3. **Scalability and Efficiency:** Our expertise in cloud architecture and automation allows us to optimize your infrastructure, enhancing scalability, performance, and cost efficiency. We design and implement solutions that can scale seamlessly with your growing business needs while ensuring optimal resource utilization.

Our value lies in delivering proactive support, scalable infrastructure, robust security practices, and alignment with industry-specific compliance standards.

Summary of MSP Offerings

PETABLOC
MSP Capabilities & Offerings

	STANDARD (ALL TIERS)			TIER-SPECIFIC FEATURES					
	ITIL L1, L2, L3	Online Support Ticketing System	Managed OS and Intune Package Delivery	Microsoft Licensing Supported (Licenses Not Included)	Phone & Email Support (M-F)	SLA Response Time (Critical)	Equipment Drop-Ship	Dedicated Technical Account Manager	VIP White-Glove Service
Platinum	X	X	X	E5	9am - 7pm ET	30 mins	Before 2pm ET - Same business day After 2pm ET - Next business day	X	Up to 7 designated users 30m SLA
Gold	X	X	X	E3/E5	9am - 6pm ET	2hr	Next business day	X	Up to 3 designated users 1hr SLA
Silver	X	X	X	E1/E3	9am - 5pm ET	4hr	Within 2 business days		

Standard Offerings

- **ITIL L1, L2, L3 Support:** All tiers offer different levels of IT support based on the ITIL (Information Technology Infrastructure Library) framework. This includes first-level (L1), second-level (L2), and third-level (L3) support, providing progressively more advanced technical expertise and issue resolution.

- **Online Support Ticketing System:** All tiers provide access to a dedicated online support ticketing system, ensuring efficient and organized handling of support requests. This allows you to submit, track, and manage your IT support tickets in a centralized and streamlined manner.

- **Managed OS and Intune Package Delivery**: We offer managed operating system (OS) services, ensuring that your systems are up to

date, secure, and optimized at all tier levels. Additionally, all tiers include Intune package delivery, enabling efficient deployment and management of software packages across your organization's devices.

Tier-Specific Offerings

- **Microsoft Licensing Supported (Licenses Not Included):** Our tiers include support for Microsoft licensing, offering expert consultation and license management services. We support a range of Microsoft licensing from E1 to E5, depending on the chosen tier. Benefit from our guidance in selecting the right licensing options and ensure compliance with Microsoft's licensing requirements.

- **Phone & Email Support**: Gain tier-dependent access to phone and email support during designated business hours. Our dedicated team addresses your concerns and provides solutions, aligning with the specific support level of your chosen tier.

- **SLA Response/Resolution**: We utilize tier-dependent SLAs, guaranteeing prompt response and resolution times. We prioritize efficient handling of inquiries, minimizing disruptions based on the service level chosen.

- **Equipment Drop-Ship:** We offer tier-dependent equipment drop-ship services for efficient hardware delivery, tailored to your needs. Whether new equipment or replacements, we minimize downtime and ensure timely resources to support your operations.

- **Dedicated Technical Account Manager:** For Gold and Platinum customers, we assign a dedicated TAM as your primary point of contact, providing personalized guidance and assistance. Expect proactive communication and strategic planning for a seamless alignment of technology with your goals.

- **VIP White-Glove Service:** For Gold and Platinum customers, we offer a VIP White-Glove Service, tailored to exceed expectations. Enjoy benefits

like expedited response times, enhanced communication, and proactive monitoring, reflecting your executives' needs.

Premium Offerings

Available to Gold and Platinum customers for an additional cost.

- **Off-Hours Support**: Add off-hours support for us to offer assistance outside regular business hours. With this service, you can rely on our expertise and prompt response even during non-standard working times.

- **Off-Site Backup:** Ensure the security and integrity of your data with our off-site backup solution. This premium service allows you to securely store and protect your critical information in a remote location, minimizing the risk of data loss or damage.

- **On-Site Support (Location Dependent):** Our premium on-site support service offers the convenience of having our skilled technicians physically present at your location when needed. Whether it's troubleshooting, hardware installations, or system upgrades, we provide on-site expertise to address your IT needs.

- **Server Support:** Enhance the reliability and performance of your server infrastructure with our premium server support service. Our experienced team will monitor, maintain, and optimize your servers, ensuring smooth operations and minimizing downtime.

- **Support+**: Support+ provides you with access to our team of premium resources for retainer or project-based work. Whether it's advanced consulting, complex infrastructure design, or specialized development, Support+ ensures you have dedicated expertise to tackle your specific requirements.

The following services are included for Silver, Gold and Platinum tiers.

ITIL L1, L2, L3 Support

Our skilled team follows ITIL best practices to provide multi-level support.

- *L1 Support:* Assisting users with basic software and hardware troubleshooting, password resets, and account unlock requests.

- *L2 Support:* Resolving network connectivity issues, diagnosing and troubleshooting software/application errors, and providing advanced user support for complex system configurations.

- *L3 Support:* Handling server administration tasks, managing virtualization platforms, investigating and resolving escalated incidents, conducting root cause analysis for recurring issues, and collaborating with vendors for hardware or software maintenance.

Online Support Ticketing System

Our efficient online support ticketing system Atlassian Jira Support Desk enables you to easily raise and track support requests. This streamlined process enhances communication, facilitates issue prioritization, reduces resolution times and improves overall support efficiency.

Managed OS and Intune Package Delivery

We take care of managing your operating systems and Intune package delivery. We ensure that your systems are up to date and secure, providing reliable support within the scope of these services.

- *Managed OS:*
  - Regular operating system updates and patches to ensure the latest security patches and bug fixes are applied promptly.

- ○ Configuration and management of operating system settings, including user access controls, security policies, and network configurations.

- ○ Monitoring system performance and resource utilization, optimizing OS settings for improved efficiency.

- ○ Troubleshooting and resolving OS-related issues such as boot failures, system crashes, and driver conflicts.

- ○ Conducting regular system health checks and proactive maintenance to ensure the stability and reliability of the operating system.

- ● *Intune Package Delivery:*

  - ○ Configuration and deployment of software packages using Microsoft Intune, ensuring seamless distribution across your organization's devices.

  - ○ Managing software inventory and license compliance, ensuring proper software usage and tracking license expirations.

  - ○ Applying software updates and patches to keep applications secure and up to date.

  - ○ Troubleshooting installation issues, diagnosing software compatibility problems, and resolving conflicts between different software packages.

  - ○ Monitoring and reporting on software deployment status, providing insights into successful installations, failed deployments, and potential issues.

PLATINUM TIER

In addition to our standard offerings, Platinum customers enjoy the following included key features and benefits:

- **Microsoft Licensing Supported (Licenses Not Included):** We provide comprehensive support for Microsoft licensing, specifically targeting the <u>E5 tier</u>, for Platinum customers.

    - *E5 support includes:*

        - **Microsoft 365 E5:** Benefit from advanced security features, including threat protection, data loss prevention, and advanced compliance capabilities. This comprehensive suite enhances your organization's security posture and safeguards sensitive data.

        - **Windows 10 Enterprise E5:** Unlock advanced security features and management capabilities for your Windows 10 devices. This includes features like Windows Defender Advanced Threat Protection (ATP) for threat detection and response, as well as Windows Autopilot for streamlined device deployment and management.

        - **Azure Active Directory Premium P2:** Leverage advanced identity and access management capabilities, including conditional access policies, privileged identity management, and self-service password reset. This helps you secure user identities and control access to your resources.

        - **Azure Information Protection Premium P2:** Protect your sensitive data with advanced encryption, classification, and labeling capabilities. Ensure that your data is secure throughout its lifecycle, even when shared internally or externally.

- **Office 365 Advanced Threat Protection (ATP):** Safeguard your organization's email environment from advanced threats such as phishing, malware, and malicious links. Detect and respond to potential threats with real-time analysis and threat intelligence.

- **Power BI Pro:** Utilize powerful business intelligence and data visualization tools to gain insights from your organization's data. Create interactive reports and dashboards, and easily share them with your team.

- **Phone & Email Support:** Benefit from our responsive phone and email support during <u>Monday to Friday, from 9am to 7pm EST/EDT</u>. Our dedicated support team is available to address your technical queries and provide timely assistance, ensuring your systems remain operational during business hours.

- **SLA Response/Resolution:** Our Platinum SLAs ensure prompt attention to critical issues and a swift resolution to minimize any disruptions.

Priority	Description	Response Time	Examples
1	Business down, critical system down with financial impact. Client unable to operate.	30 minutes	Company website is down. Payroll server is down. Internet unreachable.
2	Major component(s) down, business can continue but is hampered.	1 hour	No users can log into email. Search is broken in a company portal.

3	Core business unaffected, multiple users impacted and affecting productivity.	4 hours	Computer won't turn on. Marketing lost access to a document. Backup not working.
4	Issue that is causing a user frustration and/or interrupts work, but can be worked around.	8 hours	Users unable to load email on a mobile device. Spam is not being blocked.
5	Planned work or requested operations.	72 hours	New Hire On-boarding. Update settings in email account. Add a user to a group. Planned updates to an application.

- **Equipment Drop-Ship:** Enjoy the convenience of Platinum equipment drop-ship services. Orders placed before 2pm ET are shipped on the same business day, while orders placed after 2pm ET are shipped on the next business day. This prompt delivery ensures minimal downtime and allows you to quickly receive the hardware you need to support your operations. "Equipment" includes laptops, monitors, keyboards, stands, secure USBs, and other non-technical items such as laptop bags.

- **Dedicated Technical Account Manager:** As part of our Platinum tier, you will have a dedicated Technical Account Manager (TAM) assigned to your organization. Your TAM serves as a primary point of contact, providing personalized guidance, strategic planning, and assistance tailored to your IT needs. This dedicated support helps optimize your

technology investments and delivers proactive management and expert advice.

- **VIP White-Glove Service:** Our VIP White-Glove Service offers exceptional treatment to up to <u>7 designated users</u>. These users receive priority attention with a <u>30-minute response time</u> regardless of issue priority. They enjoy automatic queue priority over other tickets, ensuring their critical issues are addressed promptly, providing enhanced support and an exceptional experience.

GOLD TIER

In addition to our standard offerings, Gold customers enjoy the following included key features and benefits:

- **Microsoft Licensing Supported (Licenses Not Included):** We provide comprehensive support for Microsoft licensing, specifically targeting the E3 or E5 tier, for Gold customers.

    - *E3 support includes:*

        - **Microsoft 365 E3:** Benefit from a robust suite of productivity and collaboration tools, including Microsoft Office applications, Exchange Online for email services, SharePoint Online for document management, and Teams for communication and collaboration.

        - **Windows 10 Enterprise E3:** Leverage the enterprise-grade features of Windows 10, such as advanced security functionalities, comprehensive device management capabilities, and support for modern productivity tools.

        - **Azure Active Directory Premium P1:** Enhance your identity and access management capabilities with features like self-service password reset, group-based access management, and conditional access policies. Strengthen your organization's security and streamline user access to resources.

        - **Exchange Online Protection:** Safeguard your organization's email environment from spam, malware, and other email-based threats. Benefit from advanced threat protection features and customizable filtering options to ensure the security and reliability of your email communication.

- **SharePoint Online (Plan 2):** Utilize SharePoint's powerful document management and collaboration capabilities, including team sites, document libraries, versioning, and

  content search. Improve productivity and facilitate seamless collaboration among your teams.

- **OneDrive for Business (Plan 2):** Empower your employees with secure cloud storage for personal and shared files. Enjoy generous storage space, robust sharing controls, and seamless integration with other Microsoft services.

- *E5 support includes:*

  - **Microsoft 365 E5:** Benefit from advanced security features, including threat protection, data loss prevention, and advanced compliance capabilities. This comprehensive suite enhances your organization's security posture and safeguards sensitive data.

  - **Windows 10 Enterprise E5:** Unlock advanced security features and management capabilities for your Windows 10 devices. This includes features like Windows Defender Advanced Threat Protection (ATP) for threat detection and response, as well as Windows Autopilot for streamlined device deployment and management.

  - **Azure Active Directory Premium P2:** Leverage advanced identity and access management capabilities, including conditional access policies, privileged identity management, and self-service password reset. This helps you secure user identities and control access to your resources.

  - **Azure Information Protection Premium P2:** Protect your sensitive data with advanced encryption, classification, and labeling capabilities. Ensure that your data is secure

throughout its lifecycle, even when shared internally or externally.

- **Office 365 Advanced Threat Protection (ATP):** Safeguard your organization's email environment from advanced threats such as phishing, malware, and malicious links. Detect and respond to potential threats with real-time analysis and threat intelligence.

- **Power BI Pro:** Utilize powerful business intelligence and data visualization tools to gain insights from your organization's data. Create interactive reports and dashboards, and easily share them with your team.

- **Phone & Email Support:** Benefit from our responsive phone and email support during <u>Monday to Friday, from 9am to 6pm EST/EDT</u>. Our dedicated support team is available to address your technical queries and provide timely assistance, ensuring your systems remain operational during business hours.

- **SLA Response/Resolution:** Our Gold SLAs ensure prompt attention to critical issues and a swift resolution to minimize any disruptions.

Priority	Description	Response Time	Examples
1	Business down, critical system down with financial impact. Client unable to operate.	2 hours	Company website is down. Payroll server is down. Internet unreachable.

2	Major component(s) down, business can continue but is hampered.	6 hours	No users can log into email. Search is broken in a company portal.
3	Core business unaffected, multiple users impacted and affecting productivity.	8 hours	Computer won't turn on. Marketing lost access to a document. Backup not working.
4	Issue that is causing a user frustration and/or interrupts work, but can be worked around.	24 hours	Users unable to load email on a mobile device. Spam is not being blocked.
5	Planned work or requested operations.	96 hours	New Hire On-boarding. Update settings in email account. Add a user to a group. Planned updates to an application.

- **Equipment Drop-Ship:** Enjoy the convenience of Gold equipment drop-ship services. Orders are guaranteed to ship the next business day. This prompt delivery ensures minimal downtime and allows you to quickly receive the hardware you need to support your operations.

- **Dedicated Technical Account Manager:** As part of our Gold tier, you will have a <u>dedicated Technical Account Manager (TAM) assigned to your organization.</u> Your TAM serves as a primary point of contact, providing personalized guidance, strategic planning, and assistance tailored to your IT needs. This dedicated support helps optimize your technology investments and delivers proactive management and expert advice.

- **VIP White-Glove Service:** Our VIP White-Glove Service offers exceptional treatment to up to <u>3 designated users</u>. These users receive priority attention with a <u>1-hour response time</u> regardless of issue priority. They enjoy automatic queue priority over other tickets, ensuring their critical issues are addressed promptly, providing enhanced support and an exceptional experience.

SILVER TIER

In addition to our standard offerings, Silver customers enjoy the following included key features and benefits:

- **Microsoft Licensing Supported (Licenses Not Included):** We provide comprehensive support for Microsoft licensing, specifically targeting the <u>E1 or E3 tiers</u>, for Silver customers.
    - *E1 support includes:*
        - **Email Services:** Our team assists with the setup, configuration, and ongoing management of your Exchange Online mailboxes, ensuring reliable email services and efficient communication within your organization.
        - **SharePoint Online:** We provide support for SharePoint Online, helping you create, customize, and manage SharePoint sites for document management, collaboration, and knowledge sharing.
        - **Microsoft Teams:** Support for Microsoft Teams, a powerful communication and collaboration platform. We assist with Teams deployment, configuration, and ongoing management, enabling efficient teamwork and seamless communication.
        - **OneDrive for Business:** Our team helps you leverage the full potential of OneDrive for Business, providing guidance on data storage, sharing, and synchronization, ensuring secure access to your files from anywhere.
    - *E3 support includes:*
        - **Microsoft 365 E3:** Benefit from a robust suite of productivity and collaboration tools, including Microsoft Office applications, Exchange Online for email services,

SharePoint Online for document management, and Teams for communication and collaboration.

- **Windows 10 Enterprise E3:** Leverage the enterprise-grade features of Windows 10, such as advanced security functionalities, comprehensive device management capabilities, and support for modern productivity tools.

- **Azure Active Directory Premium P1:** Enhance your identity and access management capabilities with features like self-service password reset, group-based access management, and conditional access policies. Strengthen your organization's security and streamline user access to resources.

- **Exchange Online Protection:** Safeguard your organization's email environment from spam, malware, and other email-based threats. Benefit from advanced threat protection features and customizable filtering options to ensure the security and reliability of your email communication.

- **SharePoint Online (Plan 2):** Utilize SharePoint's powerful document management and collaboration capabilities, including team sites, document libraries, versioning, and content search. Improve productivity and facilitate seamless collaboration among your teams.

- **OneDrive for Business (Plan 2):** Empower your employees with secure cloud storage for personal and shared files. Enjoy generous storage space, robust sharing controls, and seamless integration with other Microsoft services.

- **Phone & Email Support:** Benefit from our responsive phone and email support during Monday to Friday, from 9am to 5pm EST/EDT. Our dedicated support team is available to address your technical queries

and provide timely assistance, ensuring your systems remain operational during business hours.

● **SLA Response/Resolution:** Our Silver SLAs ensure prompt attention to critical issues and a swift resolution to minimize any disruptions.

Priority	Description	Response Time	Examples
1	Business down, critical system down with financial impact. Client unable to operate.	4 hours	Company website is down. Payroll server is down. Internet unreachable.
2	Major component(s) down, business can continue but is hampered.	8 hours	No users can log into email. Search is broken in a company portal.
3	Core business unaffected, multiple users impacted and affecting productivity.	24 hours	Computer won't turn on. Marketing lost access to a document. Backup not working.
4	Issue that is causing a user frustration and/or interrupts work, but can be worked around.	48 hours	Users unable to load email on a mobile device. Spam is not being blocked.

5	Planned work or requested operations.	120 hours	New Hire On-boarding. Update settings in email account. Add a user to a group. Planned updates to an application.

- **Equipment Drop-Ship:** Enjoy the convenience of Silver equipment drop-ship services. Orders are guaranteed to ship within two business days. This prompt delivery ensures minimal downtime and allows you to quickly receive the hardware you need to support your operations.

- **Dedicated Technical Account Manager:** Unavailable for Silver.

- **VIP White-Glove Service:** Unavailable for Silver.

The following premium add-on services are offered to Platinum and Gold tier customers for an additional cost.

Off-Hours Support

We offer Off-Hours Support to provide assistance outside of regular business hours when urgent issues arise. Our Off-Hours Support is specifically designed to address Priority 1 (P1) issues, which are critical and require immediate attention. We provide three options to cater to different after-hours needs:

- **Night Owl:** Our Night Owl option offers after-hours emergency support until 10pm ET from Monday to Friday. With Night Owl, you can rely on our expertise and prompt response during the late evening hours, ensuring that critical issues are addressed promptly and effectively.

- **Early Bird:** For those who require support before the start of the regular business day, our Early Bird option is available. This provides emergency support starting at 6am ET from Monday to Friday. Early Bird ensures that you have access to our expert team to handle any critical issues that may arise early in the morning.

- **Total Comfort:** Our Total Comfort option provides an emergency support system that operates 24/7. While it doesn't offer a full team presence at all times, it ensures that there is a dedicated system in place to handle urgent matters outside of regular business hours. This option is ideal for situations where immediate attention is needed during weekends, holidays, or non-business hours.

Regardless of the Off-Hours Support option you choose, our focus remains on addressing P1 issues swiftly and effectively. We understand the critical nature of these incidents and are committed to providing timely solutions to minimize any disruptions to your business operations. P1 response times for off-hours follow tier-specific SLAs.

Off-Site Backup

We understand the importance of data security and the need to protect your critical information. Our Off-Site Backup service offers a robust solution to ensure the security and integrity of your data. We work with you to make your backup as resilient as possible, so you know your level of exposure to ransomware. The pricing for this service is determined based on several factors, including the number of servers, users, and your specific Recovery Point Objective (RPO) and Recovery Time Objective (RTO) requirements.

- **Number of Servers and Users:** The pricing for Off-Site Backup is influenced by the number of servers and users within your organization. This ensures that the backup solution can effectively handle the data volume and accommodate your business needs. Our scalable pricing model allows for flexibility as your server and user count may change over time.

- **Recovery Point Objective (RPO) and Recovery Time Objective (RTO**): Your RPO and RTO requirements define the amount of acceptable data loss and the timeframe within which the systems should be restored after a disruption. These factors play a crucial role in determining the pricing of the Off-Site Backup service. We work closely with you to understand your specific RPO and RTO needs, ensuring that the backup solution aligns with your business continuity objectives.

By customizing the pricing based on the number of servers, users, and your RPO/RTO requirements, we ensure that you receive a tailored solution that meets your data backup and recovery needs while optimizing cost-effectiveness. Our Off-Site Backup service provides the peace of mind that your critical data is securely stored in a remote location, minimizing the risk of data loss or damage.

On-Site Support (Location Dependent)

In addition to our remote assistance, we offer On-Site Support tailored to meet your needs. Our skilled technicians provide hands-on assistance at your location for a daily rate, with availability in the following locales:

- **NYC Metro Area:** Our dedicated team is ready to provide on-site support in the New York City Metro Area. From troubleshooting to system upgrades, we ensure your IT needs are effectively addressed.

- **Greater Toronto Area:** Clients in the Greater Toronto Area can rely on our local team for comprehensive on-site support. Our technicians excel in resolving technical issues, performing maintenance, and assisting with infrastructure projects.

We also offer two custom on-site support options:

- **Custom, One-Off:** If you require on-site support outside of our supported locales, we can arrange for technicians to fly out to your location. Travel costs and a daily rate apply. This personalized service ensures hands-on assistance, regardless of your geographical location.

- **Custom, Ongoing:** For continuous on-site support, we can hire and assign a dedicated technician stationed in your area. This technician becomes an extension of your IT team, providing prompt assistance when needed. A separate fee applies for this custom, ongoing on-site support.

Our On-Site Support solutions deliver personalized, hands-on assistance to meet your specific requirements and ensure efficient IT operations.

Server Support

Our Server Support service is designed to enhance the reliability, performance, and security of your virtual server infrastructure. We offer comprehensive server support that covers a wide range of tasks to ensure your servers are operating optimally. The cost for our Server Support is based on a <u>per-server</u> basis, allowing you to tailor the service to your specific needs.

Scope includes:

- **Monitoring and Maintenance:** We proactively monitor your servers to identify any potential issues and take preventive measures to mitigate them. Our team performs regular maintenance tasks such as patch management, security updates, and performance optimization to keep your servers running smoothly.

- **Troubleshooting and Issue Resolution:** If any server-related issues arise, our team is ready to provide prompt assistance. We diagnose and troubleshoot server problems, applying effective solutions to minimize downtime and ensure continuous operations. Our expertise covers a wide range of server platforms and technologies.

- **Performance Optimization:** We analyze server performance metrics to identify bottlenecks and areas for improvement. Our team fine-tunes server configurations, optimizes resource allocation, and implements performance-enhancing measures to maximize server efficiency and response times.

- **Security and Compliance:** Server security is of paramount importance, especially in high compliance industries such as healthcare. We implement robust security measures, including access controls, user management, firewall configurations, and regular security audits. Our team ensures that your servers meet industry-specific compliance requirements and maintain data integrity.

Support+

Support+ is our premium service that provides you with access to a range of expertise, including platform architecture and platform engineering, to address your specific needs. We offer two options under the Support+ service, tailored to accommodate different engagement preferences and requirements:

- **Support+ On Demand:** With Support+ On Demand, you have the flexibility to consult with our senior resources at any time. We offer guaranteed monthly retainers based on discounted hourly rates, allowing you to secure a set number of hours (25, 50, or 100) for your ongoing consulting needs. You can leverage the expertise of our senior resources for platform architecture, platform engineering, and other specialized areas, ensuring that you have dedicated support whenever you need it.

- **Support+ Project:** Support+ Project provides a highly customizable engagement that caters to your unique requirements. This option allows you to design a bespoke engagement with its dedicated proof of concept (POC), resourcing, and pricing structure. Whether you require platform architecture expertise, platform engineering support, or any other specialized skills, our team will work closely with you to define the scope, deliverables, and timeline of the project. We offer competitive hourly rates for Support+ Project engagements, ensuring that you receive the required resources and expertise to successfully execute your projects.

The Support+ service is designed to provide you with flexibility, access to senior resources, and customized solutions. Whether you opt for the On Demand option with guaranteed monthly retainers or the fully customizable Support+ Project engagement, our goal is to ensure that you receive high-quality expertise and support to meet your unique business needs.