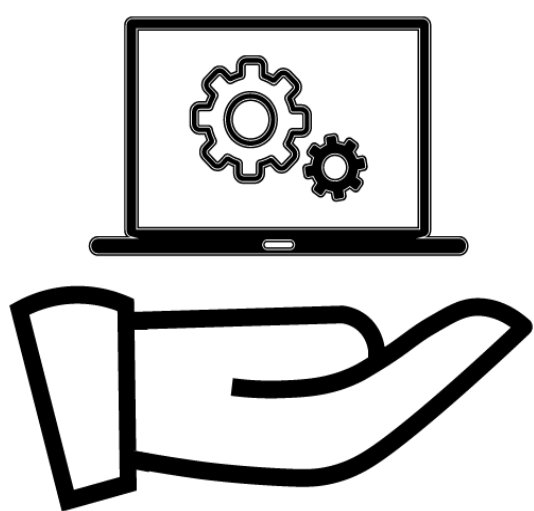


## Solution Brief: SysOps for End-User

Are you ready to supercharge your IT? Our IT experts help IT teams free up bandwidth from low-level tasks like troubleshooting, device provisioning, employee onboarding, security & more – 24/7/365

### Management



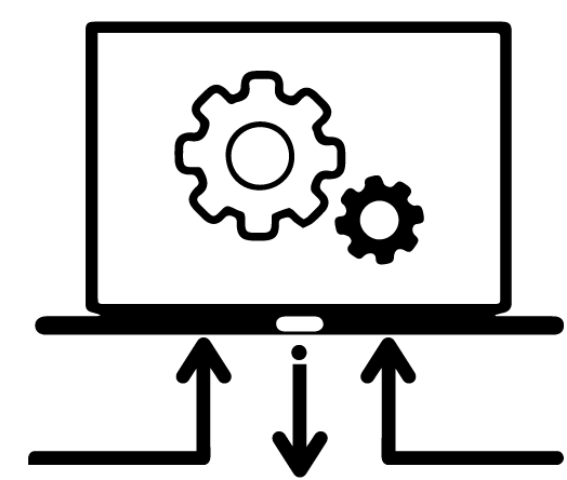
Managing security and monitoring performance for all end-users

### Remote Support



Providing support remotely to end-users around the clock

### Onboarding



Delight your employees with full-service desk 24/7

## EPLEXITY will provide IT support across



24/7/365 Security management and monitoring



Backup management and disaster recovery



Service Management Dashboard and Monthly Reporting

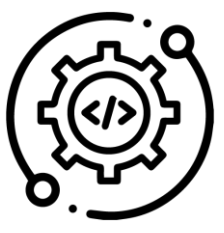


24/7 Helpdesk providing onboarding, service request and T1-3 support needs

## Supporting end-users remotely



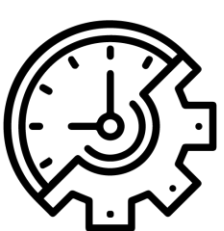
Dedicated Customer Service Management and vCIO for continued service alignment, reporting and IT strategy



Proactive maintenance and monitoring for all IT systems

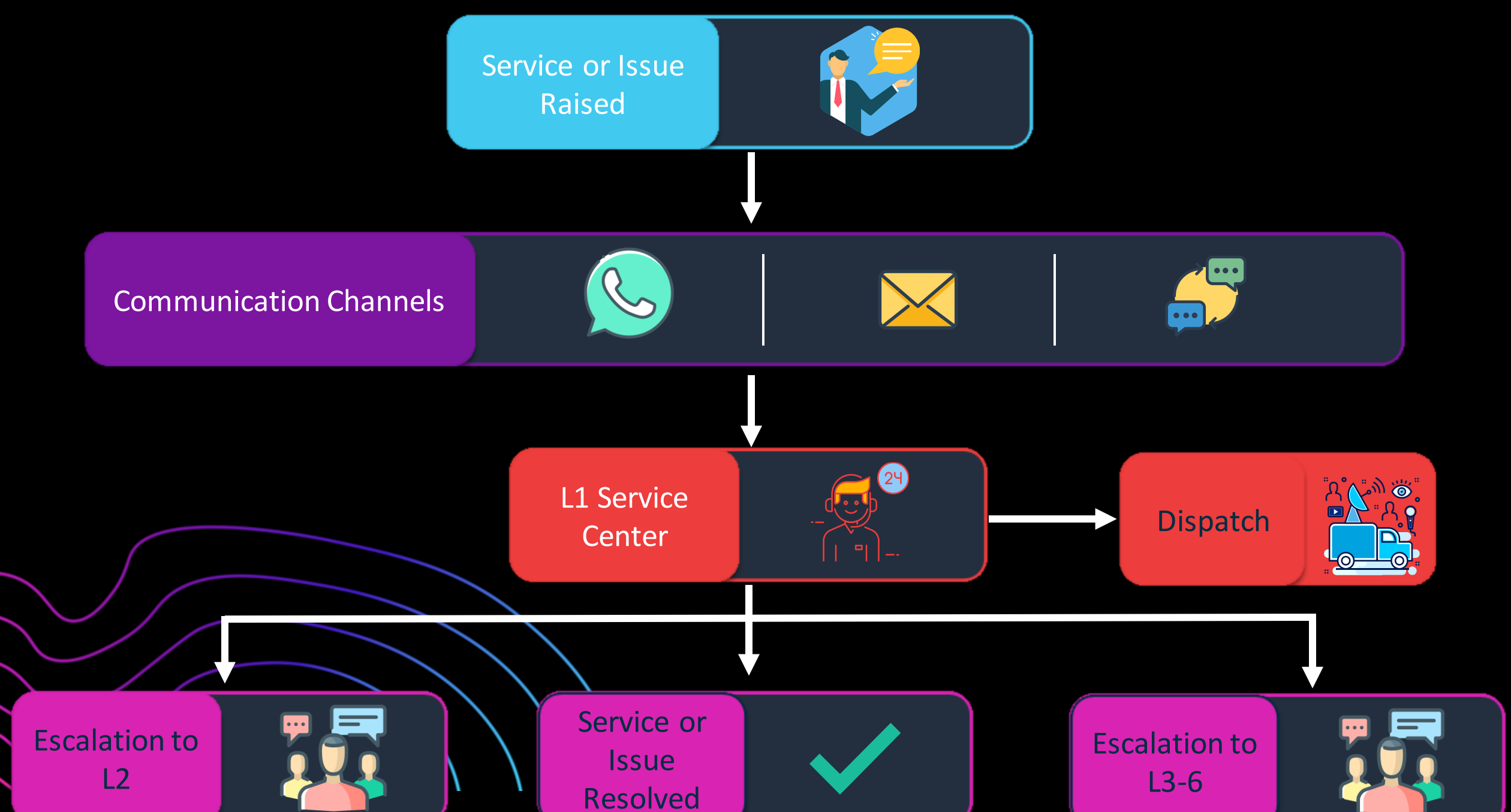


Unlimited remote support with options for on-demand dispatch for onsite needs



Industry leading Service Desk Response and Resolution times (15-minute response guarantee)

## EPLEXITY's 24/7 Support Center



## Next Steps

[Click to contact EPLEXITY and start your path 24/7 IT Services.](#)

## Case Study



Microstar Microstar has experienced extraordinary growth in recent years as craft beer has exploded across America. Growing revenue and headcount by more than 10X while adding significant capacity across various locations. Microstar decided to move away from their current traditional MSP to a more Next Generation, cloud-oriented provider to support the needs of the business. After a thorough RFP process, Microstar selected EPLEXITY's full managed services spanning procurement, desktop support across multiple locations, on-prem servers and network, AWS cloud as well as comprehensive security management.



Pricing

Line Item	Total	Line-Item Price
End User Management	Total number of Employees managed	Small (10-50) \$75.00/MRC Medium (51-100) \$65.00/MRC Large (101+) \$55.00/MRC  One-time Onboarding fee priced separately

Solution Features

- Managed end-user support, providing 24/7 services including;
- ✓ 24/7 monitoring
  - ✓ Service request fulfillment
  - ✓ Patching
  - ✓ Security management
  - ✓ vCIO IT Strategy and Service Alignment
  - ✓ Backup management
  - ✓ CSM monthly reporting
  - ✓ Cost Optimization
  - ✓ T1-3 Incident management
  - ✓ Advanced DR management

Available Add-Ons

- Onsight Part Time (Denver Metro Only), Full Time (US only). US Based only. Custom Pricing.
- SecOps for Endpoint enabling SOC services
- Office 365 Software Licensing
- Druva inSync for End-user backup (Office 365, Salesforce, Desktop)

Included Software

- Ninja RMM
- IT Glue – CMDB
- ITIL compliant IT Services Management System – Powered by ConnectWise
- BrightGauge – Service Management Reporting and Dashboards