



As the preeminent provider of Managed IT Services in the South central region of the United States, we know that all organizations require three things to assure technology investments yield maximum competitive advantage:

- ▶ **Well-planned technology strategy** to drive efficiency, competitiveness & support business growth.
- ▶ **Expert support 24x7x365** to answer questions, resolve issues, & maximize employee productivity.
- ▶ **Proactive technology management**, maintenance, & monitoring, to prevent outages & downtime.

**NetGain Technology OneSource™ Managed Services delivers these business-critical benefits.**



### Strategic Technology Planning

Dedicated NetGain Virtual Chief Information Officers (VCIOs), provide ongoing, oversight and planning services to assist in developing strategic Information Technology roadmap and selecting technology solutions that best support your business objectives - today and in the future. Our VCIOs work with you to review business impact, ensure alignment, and develop budgets - a complete “no surprises” strategic technology plan to drive your business success. For regulated industries, your VCIO is also available to support third-party audit requirements.



### End-User Support Services

NetGain’s end-user support services are delivered from our state-of-the-art Network Operations Center, staffed with 85 technology technicians to serve your employees support needs 24x7x365. No matter the question or challenge, our support team will help to assure your employees technology tools yield maximum productivity. Ninety-eight percent of technical issues can be quickly resolved remotely. For the remaining two percent of issues that can arise, we dispatch an engineer on-site to remediate issues that cannot be resolved remotely.



### Proactive Technology Management

Proactive technology management minimizes the infrastructure failures and downtime that impact business operations. All too often, organizations do not have the resources to perform the ongoing preventative maintenance and round-the-clock monitoring that assures your organization’s infrastructure is strong. Following ITIL best practices and reporting, NetGain’s expert Tactical Operations Team performs the 24x7x365 network monitoring and maintenance crucial to maximizing your technology investments and assuring smooth operations. You then have the peace of mind to focus on your business growth and success.



### Network Administration

NetGain’s team of dedicated network administrators ensures that your network is always operational and up to best-practice standards. With regular network assessments; asset, license, and 3rd party vendor management; and monthly operational reporting, organizations are able to effectively do capacity planning to optimize operations. For organizations subject to regulatory compliance, audit compliance is assured and reporting is simple.

### Technology Consulting

Virtual Chief Information Officer (vCIO)

- Quarterly Business Review
- Budget Planning
- Technology Roadmap
- Trend Analysis
- New & Existing Technology Impact Evaluation



Strategy

### Reactive Support Services

Customer Support Team

- End-User Support
- On-Site Support
- "How To" Questions
- Problem Resolution
- Customer Portal
- Mobile Device Support
- Adds, Moves, & Changes



End-User Support



## TECHNOLOGY OneSource



Infrastructure Support

### Network Administration

Dedicated Network Administrators

- Network Assessments
- Software & License Management
- Operational Reports
- Asset Inventory
- Vendor Management

Proactive Maintenance



### Proactive Technology Management

Centralized Services

- 24x7x365 Network Monitoring
- Patch Management
- Infrastructure Management
- Hardware Maintenance
- ITIL Best Practices & Reporting

**Call NetGain Technologies today  
to solve your IT challenges!**

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