

# Managed IT Support

Sales Presentation Deck



“Managed IT  
Is kind of our **thing.**”

# Agenda Items



**An Epic Introduction**



**Defining** an MSP



**Product** Guide



**Service** Information



**Determining** Best Fit



**Next** Steps



# Epic

## A Bell MTS Company

Hewlett Packard  
Enterprise

veeam

Microsoft

cisco

aruba

NetApp

vmware

CHECK POINT

## OUR STORY

DELIVERING EXCEPTIONAL CARE SINCE 1995

We're dedicated to delivering a full suite of IT services to help Manitoba businesses succeed. We live where we work and constantly invest in our people; whether you are looking for managed, cloud, or professional services, our team of technical experts are able to work with you to bring your IT vision to life.



### Managed IT Solutions

We offer a wide range of flexible, worry-free Managed IT Support Services that will allow you to focus on your core business.

### Cloud Solutions

We offer powerful, secure, and flexible solutions for your IT workloads including off site backup, and disaster recovery.

### Professional Services

Our IT strategists can build innovative and creative solutions that allow you to execute business goals through a whole new lens.

### Technology Procurement

We help propel you toward success with products, applications, and support that allow you to compete like never before.



**Experienced  
Advisors**



**Top Tier  
Technology**



**Innovative  
Solutions**

# Defining

## A Managed Services Provider

### Over the past few years,

IT has become an important strategic priority for most organizations. The pandemic has shifted the way work and accelerated the need for digital adoption and a secure, work-from-anywhere culture. This has created many challenges as businesses strive to deliver an excellent employee experience and deliver success on their digital transformation initiatives.

Managed IT Services help organizations reach their goals by providing the highly-skilled resources required to deliver quality support services to staff, ensure optimal performance of your network and infrastructure, and help you design and execute the technology strategies and initiatives that will set your business up for long-term success.

**Game Changing** statistics a Managed Services Provider (MSP) can help enable:

**i** An efficient MSP can reduce company IT costs by up to:



**i** Businesses can also increase operational efficiency by up to:



**Fundamental** Components of an MSP:

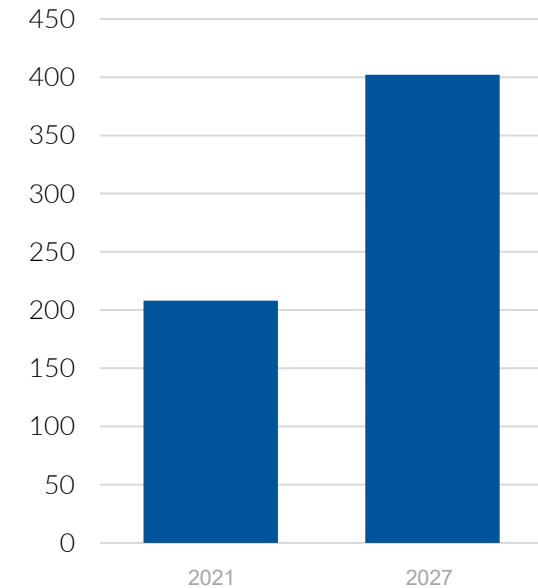
  
**Employee**  
Support

  
**System**  
Monitoring

  
**Infrastructure**  
Maintenance

  
**Expert**  
Guidance

*Managed Services Growth*



### The Need for Managed IT Services Is Growing Exponentially

The global managed services market was valued at CAD 208b in 2021, and it is expected to reach USD 402b by 2027

# Successful Outcomes

An MSP can enable





# Managed IT Services

Powered by

# epic

A BELL MTS COMPANY

2022 | Public



# Managed IT

## Core Service Options

## Unleash Your Potential.

With Epic's Managed Services.

### IT Service Desk

Get your staff the expert technical support they need, when they need it.. Support available via phone, email, or in-person.

### Cybersecurity Protection

Keep your staff and infrastructure safe and secure with security monitoring, firewall protection, managed endpoint detection & response, and incident response.

### Technology Procurement

Our consultants can advise, quote, order, & deliver a wide variety of products including laptops, desktops, servers, networking & peripherals at a great price.



### Network Monitoring

24x7 monitoring of your network & systems to assess the health & performance, and pro-actively respond to alerts.

### IT Advisory & Guidance

Our service consultants are with you every step of the way and will advise you of new technology, software, and products that can help your business grow.

### Data Backup

We design bulletproof backup policies with onsite and offsite storage, complete with status monitoring, backup job repair, and scheduled restore testing & verification.

# IT Service Desk

**Epic's Service Desk** is designed to provide you with responsive technical support when you need it the most.

Our team will triage, assess, and escalate tickets on your behalf, so you can save time and eliminate unnecessary hassle. Our goal is to efficiently resolve all technical issues on the first troubleshooting attempt and make the process easy and seamless for you by providing a single point of contact for all communication and updates. You'll gain peace of mind knowing that our service desk team provides you with a sophisticated end-to-end support experience, every single time.

## Support Options.

That are designed to fit your needs.

### ● Remote Support

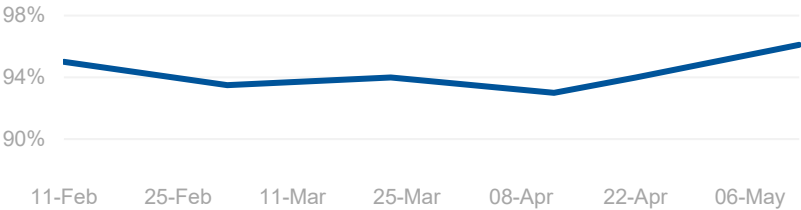
*Our Service Desk offers responsive customer support and after-hours emergency support, as required. Our goal is to resolve any day-to-day issues that may affect your operations, so you can continue with business as usual.*

### ● On Site Support

*As a secondary layer of service, we offer in-person support anywhere in Manitoba, if required, to resolve complex technical issues including user problems, server/network infrastructure, hardware issues & much more.*

## Exceptional Service, Every Single Time.

Epic Service Desk: 2022 Satisfaction Results



## 96% Customer Satisfaction

*On Service Desk Tickets  
As collected from 2021-2022  
Client Surveys*



**Of Tickets**  
Are handled in 2 hours or less.



# Network Monitoring

**We have expert eyes** on your technology from our Network Operations Center to ensure continuous availability for your organization.

Epic's Network Operations Centre (NOC) operates through a layered approach: first, we identify any system shortcomings, then we proactively respond to issues before they impact your operations. Our goal is to control issues before they become visible, perform routine maintenance checks, and ensure your systems are performing optimally so your staff can continue to carry out your business objectives.

## Service Features:



**24/7**

Device Health  
Monitoring



**Proactive**

Response to  
Alerts



**Network**

Diagrams &  
Documentation



### **Optimal** Network Performance

Our team routinely completes scheduled maintenance and upgrades on your equipment to prolong the reliability and performance of your IT devices.



### **Benchmark** Standard Performance

We gather and store historical performance statistics which can be used as a baseline for performance and help troubleshoot issues that occur by comparing to the benchmark.



### **Proactively** Prevent Technical Issues

The ongoing health assessments performed by the NOC can identify and prevent technical issues before they occur, which increases the uptime & availability of your network.



### **Deploy** Upgrades Successfully

Our technicians work to proactively keep your systems and technology up to date, which ensures optimal performance and reduce security risk in your organization.

# Technology Advisory & Guidance

**Selecting** the right technology strategy can be the difference between a successful bottom line and organizational disaster.

Our highly trained experts work with you to create an IT vision that coincides with your organizational needs; we offer valuable knowledge & expertise that eliminates unnecessary stress from complex, time consuming decisions. Not only do we help you select the right software, equipment & vendors, we work with you to customize and implement an execution strategy that will allow your technology operations to align with your business objectives.

## Assess

Our team of experts will conduct an in-depth analysis of your current IT assets and infrastructure.

## Plan

We create an IT Roadmap that includes customized solutions that are specific to your business needs.

## Procure

We will source and obtain next-gen hardware & software solutions that meet various goals and price points.

## Execute

Once you've selected the right technology, our team can configure, install and support your IT strategy.

## Let Us Help Your Business Thrive.

Our Expert Strategists are able to help bring your IT vision to life, and set your business up for optimal success.



### Digital

Technology  
Advice



### Budgeting

& Corporate  
IT Planning



### Risk

Management  
Guidance



### Technical

Coaching &  
Knowledge

# Data Backup & Recovery

**Data Protection** isn't just about technology; it touches every part of your organization.

To get the most out of it, you need a partner who truly understands your business. But with so many service providers out there – digital agencies, system integrators, hosting companies, IT staffing firms, security vendors – it can be difficult to know where to start. Whatever solution you decide on, it is only as good as security behind it.

## Service Options:



### Local Backup & Replication

Backup your data directly to your internal IT infrastructure.

*Powered by:*

- ✓ VEEAM
- ✓ Microsoft 365



### Offsite Backup & Replication

Backup your data to Epic's tier 3 Data Centre in Winnipeg.

*Powered by:*

- ✓ VEEAM
- ✓ Microsoft 365

## Data Backup & Recovery Features:

### ► Design & Deployment

Our experts work with you to design and implement a backup solution that fits your organizational needs.

[Learn More](#)

### 🔍 Job Status Monitoring

Our team regularly monitors the success of your data backup jobs to ensure smooth operations.

[Learn More](#)

### ✂ Job Repair & Remediation

Our team is able to proactively restore unsuccessful backup jobs on your behalf.

[Learn More](#)

### 📋 Restore Verification & Testing

We use the latest tools & technology to verify and test the success of your backups, as required.

[Learn More](#)

# Cybersecurity Services

**Simply put**, you can't afford not to protect your network, systems, and servers from disaster.

A strong cybersecurity posture and incident response capability is vital for every business to ensure business continuity and reduce overall risk exposure.

**Epic's Managed Services includes** security services designed to protect your company's data and IT resources. Our teams will regularly assess your network infrastructure to detect areas of concern and bring in change designed to close security gaps, address known vulnerabilities, and better protect your business.

[Learn More](#)

## Safeguard your Data.

With Epic's Security Services.

### Firewall Administration

We manage your corporate firewall configuration & operations while quickly responding to security alerts.

### Endpoint Security Protection

We manage the security software on your workstations and servers, keeping them up to date and well-protected.

### VPN Management

Enable secure access to a corporate network from anywhere; we manage your software, servers & support.

### Incident Response

Our experts assess, advise and execute disaster recovery plans with emphasis for quick and efficient solutions.

### Multi-factor Authentication

We enable multi-factor authentication on many applications and accesses to drastically reduce your organization's risk profile.

### Security Advice & Training

Our technicians provide security advice & training about potential vulnerabilities, best practices, and product recommendations.

# Fully Managed Service Features

	Remote	Advanced	Dedicated
<b>Corporate Helpdesk</b>			
Remote Support	✓	✓	✓
On Site Support		✓	✓
On Call Support (24/7)			✓
<b>Network Monitoring</b>			
Device Health Monitoring	✓	✓	✓
Software Updates & Maintenance	✓	✓	✓
IT Asset Management	✓	✓	✓
<b>Technology Advisory</b>			
IT Planning, Procurement & Implementation	✓	✓	✓
<b>Backup Management</b>			
Local Backup	✓	✓	✓
Offsite Backup	+	+	+
Data Replication	+	+	+
<b>Security Services</b>			
Firewall Administration	✓	✓	✓
Endpoint Security Protection	✓	✓	✓
VPN Management	✓	✓	✓
Incident Response	✓	✓	✓
Multi Factor Authentication	✓	✓	✓
Security Advice & Training	✓	✓	✓

## Service Options

For every type of  
organization.



# Determining Best Fit

## Analysis & Assessment

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### Tell Us About Current IT State:

- + Do you currently have in an in-house IT department, or work with third party IT providers?
- + How does operational downtime impact your business sales and/ or staff productivity?
- + What security risks (if any) are you most concerned about?
- + Do you have a budget set aside to implement new/ existing IT solutions?

### Where Do You Want to Go:

- + What are your goals (business or IT related) for the next 6-12 months?
- + What are some of the roadblocks you've been facing with achieving those goals?
- + Do you aspire to utilize new software applications or cloud technologies in the future?
- + Would outsourcing IT enable greater productivity for your current IT staff members?

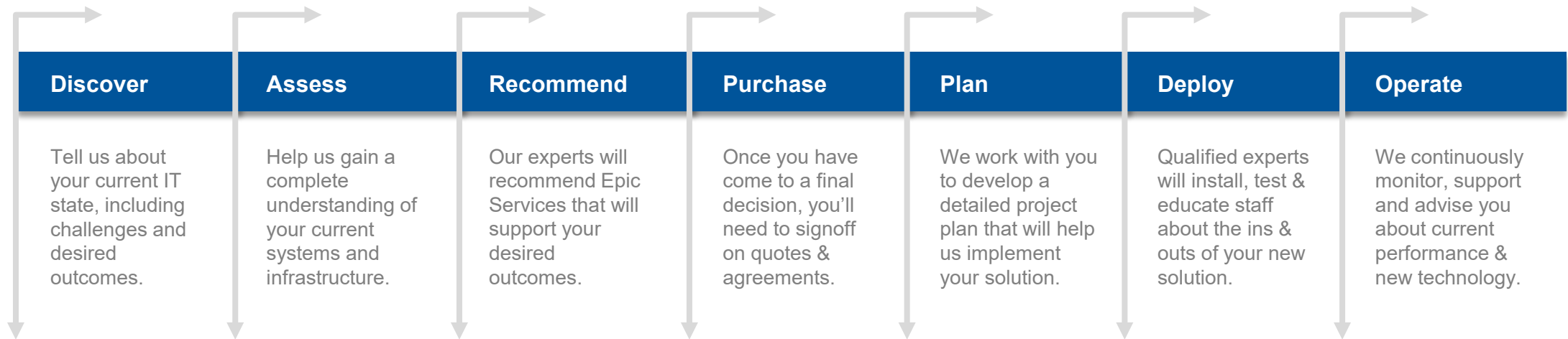


# Transform Your Business

## Enable Epic Success

*A Technology Provider you can*

**Trust.**



# Thank You

## For Your Time!

## Next Steps.

Thank you for taking the time to learn more about Epic's Managed Service solutions. We hope you found this information valuable and are eager to guide you through your implementation journey, if you're ready.

We would be happy to have a conversation about your success journey and would like to invite any potential questions or comments.

[Learn More](#)

## Let Us Help You.

Bring Your IT Vision to Life.



### Get in touch with our Team

To learn how you can complete an IT evaluation and Assessment today

#### Contact Information:

[Insert Sales Executive Name]  
[Insert Email Address]  
[Insert Phone Number]

#### Head Office:

Epic Information Solutions  
1730 McGillivray Blvd  
R3C3V6

