

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

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.

Professional Services

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

Cloud Solutions

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

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

Hewlett Packard
Enterprise

veeAM

Microsoft

cisco.

aruba

NetApp™

vmware®

CHECK POINT™

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:

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

45
Percent



- Businesses can also increase operational efficiency by up to:

65
Percent



Fundamental Components of an MSP:



**Employee
Support**



**System
Monitoring**

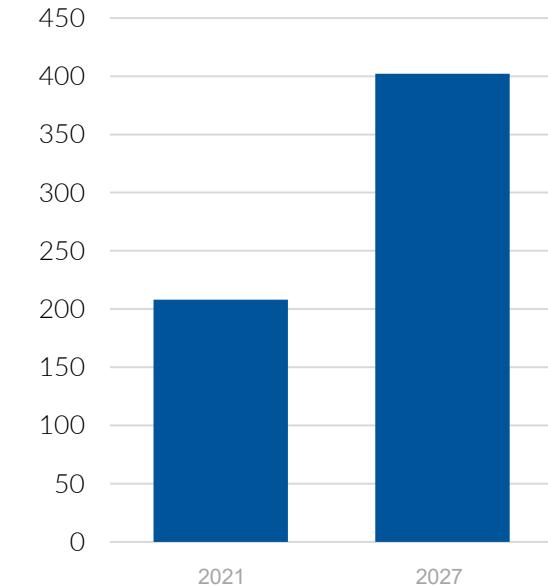


**Infrastructure
Maintenance**



**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

Increased Productivity

Allow your team to focus on serving your clients and growing your business

Lower Costs

Minimize unnecessary costs & create a predictable financial plan

Stronger Security

Gain the skills, advice, and processes required to secure your business on all front, including cloud resources and remote employees.

Improved Collaboration

Utilize the latest collaboration tools to enable a modern workplace and foster a dynamic remote work environment for your staff

Peace of Mind

Stakeholders gain comfort from knowing your business is advised and supported by a team of experienced IT experts



Managed IT Services

Powered by

epic

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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.

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.

Service Features:



24/7

Device Health Monitoring



Proactive

Response to Alerts



Network

Diagrams & Documentation

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

Corporate Helpdesk

Remote Support



On Site Support



On Call Support (24/7)



Network Monitoring

Device Health Monitoring



Software Updates & Maintenance



IT Asset Management



Technology Advisory

IT Planning, Procurement & Implementation



Backup Management

Local Backup



Offsite Backup



Data Replication



Security Services

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

Tell Us About Current IT State:

- ⊕ Do you currently have 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?

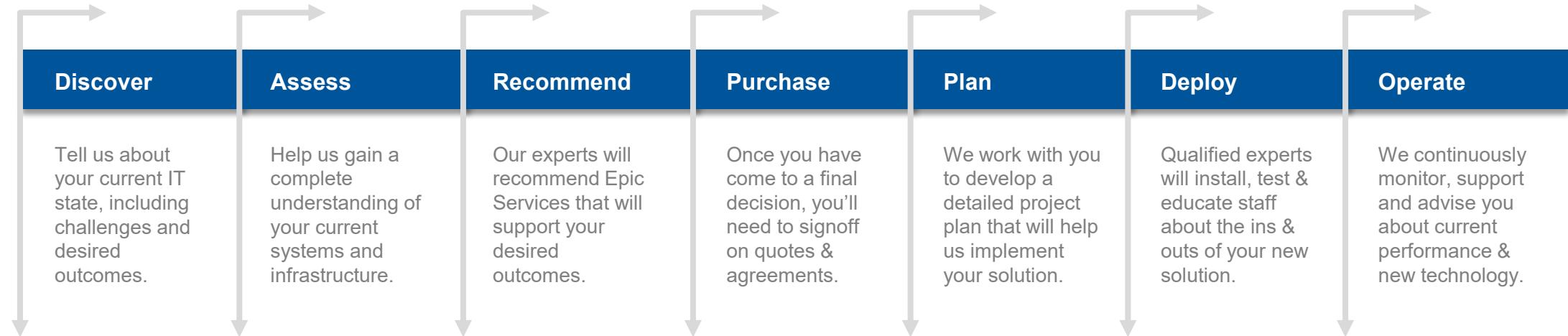


Transform Your Business

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

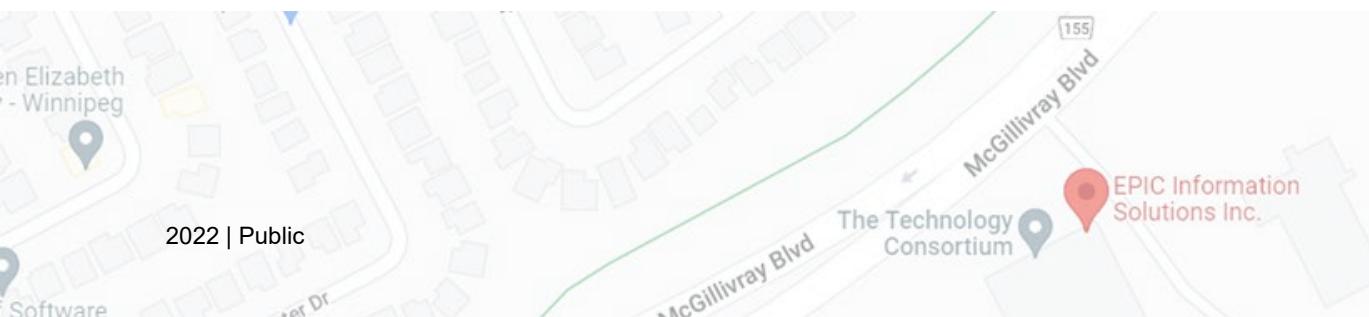
To learn how you can complete an IT evaluation and Assessment today

Contact Information:

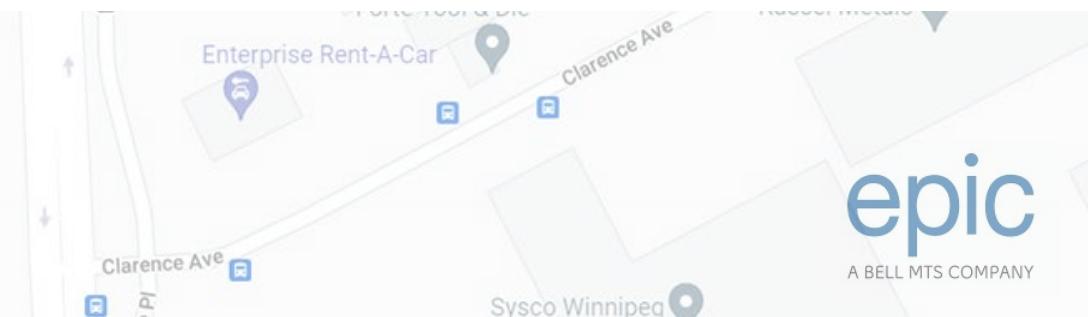
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