

LEAP MANAGED I.T. SERVICES GUIDE

We help businesses like you feel confident in your technology by going above and beyond to help you take control of your I.T., solve business problems and end technology frustrations. This way, you can focus on growing your business.

Our goal is to be your most trusted advisor, making you feel empowered and confident. We spend our time providing you Ridiculously Helpful services to help you solve business problems. This guide gives an overview of our most popular services for you. Need additional support? Let us know! We are here to help. If we cannot help you, we may be able to point you to someone who can.



I.T. SUPPORT SERVICES
CYBER SECURITY & BACKUP
I.T. MASTER PLANS
BUSINESS TECHNOLOGY PLANNING
COPY/PRINT SERVICES
PAPER SHREDDING



IT SERVICES

Many businesses are frustrated by I.T., but your technology should work for you, not against you. This is why we go above and beyond to help you feel confident in your I.T., offering services to resolve technology frustrations and prepare for future projects and growth.

Our approachable geniuses work with you every step of the way, listening to you and understanding your problems. They develop a game plan with recommendations tailored to your business, leaving you with the training you need to feel empowered and confident.

Our goal is to be Ridiculously Helpful to you and your business so our services are always expanding as we find new ways to help. We crafted a list of the most important services to give you an idea of what we can do for you.



SECURITY, BACKUP & I.T. SUPPORT



CYBER SECURITY- We recognize cyber security as a very crucial part of every business, and we take I.T. very seriously. Our experts evaluate businesses and recommend the best solutions to put in place to prevent cyber-attacks and data loss. We also offer cyber security training sessions for employees to learn about cyber risks and how to look out for them.

- ✓ Cyber Security Awareness and Training
- ✓ Maintaining Compliance Requirements
- ✓ Anti-virus/Malware/Security Patch Management



BACKUP- We help you secure and backup your data so you are prepared for any emergency. We offer automatic cloud-based and local backup and monitoring to allow quick recovery and restoration.

- ✓ Server & PC Backup
- ✓ Backup of Critical Cloud Services (Email/Office 365)
- ✓ Cloud Backup/Local-Device Backup
- ✓ Server Business Backup (Spin-up)



BUSINESS CONTINUITY PLANNING - Every business should have a back-up plan. What do you do if there is a fire and you can no longer work in your office? What do you do when the WiFi goes out and you can't service your customers as normal? We help you develop plans and systems to put in place to help your business function in testing scenarios.



IT HELP DESK SUPPORT AND MONITORING - No business, regardless of size, should have to endure a fragile I.T. system. We offer help desk support and monitoring to resolve and prevent your technology frustrations. Often, we pick up on technology issues before they arise as our tools can detect issues with your system on their own, automatically placing a ticket for our technicians to resolve the issue.

- ✓ Remote and Onsite Help Desk & Server Support
- ✓ Mobile Device Management
- ✓ Automatic Ticket Generation & Desktop Monitoring
- ✓ Firewall Monitoring & Management



RAPID RESPONSE SUPPORT- As part of our help desk support system, we offer Leap Rapid Response Support. This tier to our help desk dedicates more technicians to provide real-time response and quick turnaround resolutions to common frustrations like password resets, VPN, quotes etc. This way, you can get up and moving faster than ever. It is like a fast pass for our help desk support. Rapid Response is also available with extended hours.

BUSINESS PLANNING SERVICES

Our number one goal for your business is company growth. We make sure you are secure and efficient, and then we look to the future. We help you understand where you are at with your technology and where technology can improve your systems and help you get to where you want to go. Most of all, as your business expands, we do all the technical planning for you, so you can focus on continuing to grow your business without worrying if your technology can keep up.



BUSINESS TECHNOLOGY PLANNING - Our goal is to help businesses like you leverage your technology to help your business grow. We offer business technology planning options to review where you are with your technology, where you want to go with your business, and how your technology can help you get there.

- ✓ Technical Business Reviews
- ✓ Technology Budget Creation/Reviews



PROJECT MANAGEMENT - When you need a technology update, we handle the planning. We work with you to ensure your needs are met and everything goes flawlessly.

- ✓ Growth Management
- ✓ Solution Recommendation/Discovery

IT MASTER PLAN - How to get started

When it comes to I.T., every organization is different. Everyone has their own frustrations, needs and goals, which is why we develop an I.T. Master Plan for each company. We listen to your struggles, evaluate your systems and compliance policies and develop an I.T. plan to help you get where you want to go. We want to stand by your side as your organization flourishes, but our I.T. Master Plans are not just for companies who are on an I.T. management plan with us. We want to help you regardless, as you can choose to implement your I.T. Master Plan on your own.



STEP 1- Initial Consultation

Our team schedules an initial consultation with you and any other critical leaders to learn about your I.T. struggles/ frustrations and where you want to go with your business.



STEP 2- On-site Evaluation

On-site evaluation of your I.T. Infrastructure led by LEAP experts to assess your network, devices and security. We review your compliance policies and business continuity plans.



STEP 3- I.T. Master Plan Development

Our I.T. team dives into the data assessing your vulnerabilities, weaknesses, security risks and what your organization wants to achieve. We create an I.T. blueprint tailored for your organization with recommendations on processes, hardware and software.



STEP 4-I.T. Master Plan Meeting & Implementation

We schedule a review meeting with you and your key leaders to show you your vulnerabilities and your plan of attack. You then can choose to implement on your own or select the professionals at LEAP to take care of it.

PROCESS IMPROVEMENT SERVICES



COLLABORATION SOFTWARE - We help improve communication and collaboration within an organization by assessing the environment and recommending/implementing communication methods to help employees share files and communicate in a secure environment.

- ✓ **File Sharing/Collaboration**



MICROSOFT 365 ADMINISTRATION - We create, maintain and take care of the back end of Microsoft 365.

- ✓ **Microsoft 365 Licensing and Management**
- ✓ **Share-point, One-Drive**
- ✓ **Advanced MS Software, Web and Productivity Software Support**



EMAIL SERVICES - We understand how important company email systems are to your functioning business. We offer support in finding the best solution and working with internet service providers. We have solutions for cloud backup, email security/spam filtering and email archiving.

- ✓ **Email Cloud Backup**
- ✓ **Email Security & Spam Filtering**
- ✓ **Email Archiving**
- ✓ **Customized Email Signatures**



INTERNET - Internet is a key factor to keep businesses up and moving. So, what happens when I.T. goes down? We offer what we like to call 'emergency back-up internet,' making internet available when your company Wi-Fi stops working.

- ✓ **Redundant LTE Internet Solution**



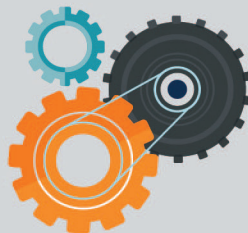
DOCUMENT ORGANIZATION TOOLS - We offer tools to help companies like you organize your documents and company passwords in a secure and encrypted portal so you know where everything is as employees come and go.



1

Assess

A complete audit of your company's IT systems to gain a better understanding of where improvements can be made.



2

Implement

Addressing key points and providing tools so your employees can focus on the customer's experience.



3

Optimize

Scheduled performance reviews so that we can be sure we are meeting all of your technology needs.

COPIER, PRINTER & SCANNER SERVICES

We are dedicated to providing reliable printing services to help you gain the support and confidence you need. As an Authorized Canon Copier Dealer, we are here to help, whether you are looking for a new copier/printer, a single-time repair or more frequent support.

Ask about our management plans to save money while having a team of Leap's professional technicians to support you, actively preventing and solving your copier and printer frustrations.



PRINTERS, COPIERS & SCANNERS LEASE/ PURCHASE/RENTAL/ SUPPLIES/PARTS -

As a certified Canon Copier Concierge, we offer the best solutions to our customers.



BREAK FIX REPAIR - Need assistance with your copier? Give us a call. We offer break/fix repair on machines as needed. You don't have to be on a management plan.



E-INFO - This one-spot destination makes it easy to request services, keep track of orders/ payments and order supplies at the click of a button.



PRINTING DEVICE ADD-ONS - You may not have to buy a whole new machine to get the features you need. We sell add-ons for your printing devices, including but not limited to: staplers, scanning to email/file, hole punch, extra paper drawers, fax kits, booklet making and mobile printing.



CLEANING/INSPECTION/MAINTENANCE ON-SITE SERVICE & PHONE SUPPORT-

We resolve and prevent your copier and printer struggles with the goal to prolong the life of your device.



IMAGEWARE REMOTE - We will keep track of your toner usage remotely (available for Canon copiers) and automatically send replacements when needed so you don't have to worry about running out.



CLOUD-BASED PRINTING - This enables businesses to print over a network connection through cloud computing.



PAPER CUT - We can help you cut printing cost by managing how many prints each person in your organization can have and who is allowed to print in color vs. black/white.

OTHER SERVICES



IT HARDWARE

We help you determine the best hardware purchase to satisfy your needs, helping you every step of the way from setup to install.



VENDOR MANAGEMENT

We work with your vendors to fix problems and improve systems. We know you don't have time to be on hold all day, that's why we serve as the middleman.



TECH RECYCLING

We help businesses dispose of and recycle their technology. We also offer certificates of destruction. Call our office for more details.



PAPER SHREDDING

We now offer paper shredding services for you. Rent our consoles for consistent shredding or shred as needed.



LEAP VALUES

Our goal is to make technology work for you, not against you. We accomplish this with our managed IT services. From cloud solutions to desktop support, our local technicians are dedicated to making sure your network is running smoothly when you need it to – all of the time.



BEST PLACE TO WORK

We believe when people feel confident, supported and challenged, they feel empowered to do great things inside and outside the office. This is why we work hard to maintain a team culture that provides great experiences for those who work for us and those who work with us.



SUSTAINABLE EXCELLENCE

Service quality shouldn't change based on the person who helps you. Our entire team strives for excellence, providing you high level of service with each customer interaction, no matter the situation.



COMMUNITY STEWARDS

We started in a small community, and it's still part of our foundation. Making a difference in the community and sharing our insights is our biggest source of inspiration, whether that is providing educational opportunities, supporting local businesses or encouraging our team to volunteer where they can.



MOST TRUSTED ADVISOR

Amazing things happen when we come together, which is why we serve as more than an I.T. handyman when your computer breaks down. We think of ourselves as your business partner, someone you can turn to for assistance to help your organization grow. We want to make goals happen.

Looking for more insights to help your business?

A powerful company starts with great leaders and empowered employees. Each month, LEAP Managed I.T. hosts virtual classrooms on the latest technology trends, applications, software and security information, as well as other topics centered around business and leadership.

For the latest classroom schedule and other events, please visit our website at leapmanagedit.com/events.

LEAP MANAGED I.T.

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