TECHNOLOGY SUCCESS PLAN
PROPOSAL

SOLUTION OVERVIEW

Thank you for the opportunity to submit our proposal for IT Services to help you take the hassle out of managing your IT.

Based on our recent conversation, we understand that you are after:

- A local IT Support Business (that is not a one-man band)
- Fast and dependable IT support
- Someone that understands your industry.

Our goal is to do everything we can to make sure you we give you reliable, cost effective, fast and most of all WORRY-FREE IT Support, so that you can focus on what you do best.

- We cover the following:

  - Helpdesk Support- A friendly IT Helpdesk at your service
  - Monitoring - 24/7/365 Monitoring of your IT and Cloud Infrastructure
  - IT Planning - Regular IT consultations for IT budgeting and strategic planning
  - Vendor Management - we deal with your other IT vendors on your behalf.
  - Fixed Costs – Transparent and predictable pricing with a single monthly fee

- You get the following:

  - ✔ Faster IT systems allowing for better productivity.
  - ✔ Predictable monthly costs, allowing for easy budgeting.
  - ✔ Regular reporting so you know what's happening.
  - ✔ Reduced downtime with proactive monitoring and maintenance
  - ✔ PEACE OF MIND

We are eager to earn your trust as your preferred IT partner. To demonstrate our commitment to your satisfaction, we offer a 30-day satisfaction guarantee. If you're not fully satisfied with our service within the first month, we will gladly refund your investment.

Regards,

Your Locally Outsourced IT Team at NerdsToGo!

YOUR INVESTMENT

YOUR IT SOLUTION INCLUDES:

Please find pricing and agreement details below

All Prices quoted are exclusive of tax

PEACE OF MIND

REMOTE HELPDESK
A friendly Helpdesk where you can call or email for all your IT issues.

ONSITE SUPPORT
Friendly onsite engineers available for any IT assistance you might need from desk moves to new server installs.

VENDOR MANAGEMENT
We can act on your behalf with your IT vendors (e.g. software vendors, multi-function printers and more).

REGULAR STRATEGY MEETINGS
A regular quarterly catch up with your Account Manager to budget and plan for the future.

PREDICTABLE COSTS
Imagine being able to know your IT costs well in advance. Makes for easy budgeting right?

EXECUTIVE REPORTING
You will receive a monthly easy to read IT Executive Report with metrics that matter.

AFTER HOURS SUPPORT
We have 24/7/365 support available for those critical after-hours emergencies.

24/7/365 MONITORING
We continually monitor for issues that could affect your network and proactively works on them.

PROACTIVE MAINTENANCE
Keep your network up to date with proactive maintenance and updates delivered automatically.

CENTRAL ACCESS PORTAL
A web-based portal where you and your staff can access things such as Open Tickets, Invoices, Agreements and more.

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Last but not least, with all of the above working together on your network, you will have Peace of Mind that IT is not one of the worrying parts of your business – THAT'S OUR NUMBER ONE GOAL

ABOUT NERDSTOGO

Who are we?

We're a friendly, caring, and competent team who loves giving world class IT Support.

We have extensive experience in installing, configuring and maintaining IT Infrastructure for Small and Medium-Sized Business. We understand our clients' needs and plan and implement solutions that work for your business, both in the short term and long term.

As we are also a small business, we are able to offer you a much more personalized service when you are dealing with us.

Our Work

Approximately 80% of our work is performed offsite via the use of various remote management tools and access methods. This allows us to be able to respond very quickly to fix a problem you or your staff may have.

About you

However, enough about us, this is all about you. You are another business owner, running a successful business and wanting the best out of your IT Environment. You're wanting predictable costs, reliable infrastructure, friendly support, regular reporting, and overall peace of mind.

We look forward to working with you!

FREQUENTLY ASKED QUESTIONS

What is covered under this Agreement?
Please check your individual agreement, however as a rule of thumb, everything related to keeping your existing IT environment in tip-top shape is covered.

Are Projects covered in my Agreement?
Unfortunately, we can't cover Project work under your Agreement. These are quoted separately to your ongoing monthly Agreement.

What are the standard Helpdesk Hours?
Our helpdesk is available 8am – 5pm Monday to Friday excluding US Public Holidays.

When is After Hours Support Available?
Simple, 24x7x365. Whilst we may not be able to respond as fast as we can during business hours, we will always aim to do our best.

Can I have regular onsite visits?
Absolutely, in fact we encourage every client of ours to have regular visits. Most productivity affecting IT issues go ignored until the IT person "walks past".

What technologies do you support?
We have in-house experience with loads of different technologies. (Microsoft, Apple, Google, and much more)

How is pricing managed?
As most of our pricing is based on a per user basis, we work out each month whether there is more or less staff and modify the agreement accordingly.

Is the Cloud useful for my business?
We strongly believe a "Hybrid Approach" is currently the best approach to utilising Cloud technologies. A mixture of onsite and offsite infrastructure works for most businesses.

How long is the Agreement for?
Typically, most agreements are 12 months, however the general rule of thumb is the longer the agreement, the better the deal.

Can I cancel my Agreement?
Absolutely, if we break any of the conditions, we promise to you, you have grounds to cancel your agreement with us and walk away.

Do you support Tablets and Phones?
Absolutely, we live in an age where everyone is connected all the time and we can assist your team with this.

Do you have standard forms we can use?
Absolutely, we have a vast array of Computer and Email Policies, Privacy Policies and Other forms. Ask us for more details.

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GUARANTEED RESPONSE TIME

We always aim to hit our "Response Target" when it comes to responding to your issues, however we absolutely guarantee we will respond by the "Response Guarantee" times listed below:

PRIORITY	EXAMPLE	RESPONSE GUARANTEE	RESPONSE TARGET
Critical	Entire Company Offline (Call Us!)	2 Hours	15 Mins
High	Department Offline (Call Us!)	4 Hours	1 Hour
Medium	User PC Offline	8 Hours	4 Hours
Low	New User Setup/Maintenance	16 Hours	8 Hours

DOWNTIME COMPENSATION GUARANTEE

At NerdsToGo, we stand behind our service reliability with a Downtime Compensation Guarantee. We commit to a 99% monthly uptime for our managed services. Should we fail to meet this commitment, we offer a prorated refund for the downtime experienced.

Compensation: If service uptime falls below our commitment, we'll refund a prorated portion of your monthly fee, based on the actual downtime.

Exclusions: This guarantee excludes downtime due to scheduled maintenance, external factors beyond our control, and issues stemming from client-side infrastructure.

Your trust is our priority, and this guarantee underscores our commitment to delivering dependable managed services.

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NEXT STEPS

- Accept the proposal or call or email us to discuss any required changes.
- We will generate and email our Service Agreement for you to E-Sign and send your first Invoice for next month's service (we give you the first part-month of service leading up to the agreement start date for free as a "Welcome Thank You")
- We book in a "Meet the Team" appointment to start the onboarding process and introduce you to your assigned "Account Manager".
- We start working together supporting your business!

X_____

Client Signature   Date of Acceptance