



Solutions that Make the Difference!

The Process.....it's Easy!

1. Sign up with High Tech Solution – either MSP Plan or Basic Monthly Support Plan
2. Transition from current IT Provider (if there is one). Have a short meeting with 2 vendors. Get list of items to transfer and request all current passwords. Pick a date to end their service.
3. Roll out (install) LogMeIn and Trend Micro AntiVirus software to every PC and server (if applicable)
4. Setup either Datto or Arcserve backup services for all critical business data
5. Setup monitoring for all appropriate business services
6. Send out welcome email to all users with instructions for submitting a helpdesk ticket and call in hours
7. Tackle all current open tech pain points as soon as possible
8. Once day to day support has been established, development technology road map for business (if applicable per support plan)

Building Technology Solutions

HELPDESK SOLUTIONS | TECHNOLOGY MANAGEMENT
NETWORK SUPPORT | SERVICE MONITORING

256.529.4720

www.TheHighTechSolution.com
