

Our Simple 4 Step On-Boarding Process

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Let's Talk! >>

4 STEPS

We know transitioning to a new company will always be worrisome, and that's why we have put together these 4 onboarding steps to put your mind at ease throughout the process.

1

Step 1

- We will request any historical data which may help us with your onboarding.
- Any admin details for your existing software and hardware will be requested from you or your previous support company.

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Step 2

Meet with key people involved to establish:

- Communication preferences
- Timescales for review meetings.
- Confirm needs, goals, and expectations
- Agree plans for continual improvement.
- Discuss long term business objectives and plans.
- Determine current known challenges.
- Timescales for review meetings.

3

Step 3

- Complete an in-depth site audit to build our understanding of your current IT infrastructure.
- Obtain images of equipment to assist our technicians when diagnosing faults even if they haven't visited site.
- Asset tag all of your current hardware to ensure we can create a cross-reference log in our IT documentation software (IT Glue).

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Step 4

- Provide recommendations for short-term, medium-term, and long-term improvements.
- Suggest improvements to your technology to keep your business ahead of its competition.
- Migrate services from your previous provider, such as the management of Microsoft Office 365 and G Suite.
- We will work with you to understand any outstanding work from our survey.