Modern IT

Our Services

Our Modern, Managed Services enable IT to drive performance and momentum across your business.

To drive organizational success, we believe IT services need to be about more than just tools, tools, tools (the typical MSP ethos!).

That's why Modern IT's Managed Services are built around a strategic process that keeps organizations secure, reliant, and compliant. We partner with our clients to accelerate the adoption of tech that works for people – not against them – elevating engagement across the organization.

Setting the foundation for infrastructure, people and AI transformation of process and decision making, our services automate processes, turn silos of data into transformational insights, and advance smart decision-making.

Our team has dedicated our careers to curating a strategic approach with intentional roles and responsibilities that drive results beyond mere Managed Services – cutting costs, complexity, culture.

BENEFITS OF WORKING WITH US
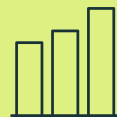
Exceptional Employee Experience

Competitive Advantage

Human-centered Change Management

Enhanced Security & Compliance

Performance & Productivity

Intelligent Decisions

Business Alignment & Growth

Reactive Operations Center (ROC)

Our Managed Services package is designed to offer not just proactive solutions but also immediate, reactive support through our Reactive Operations Center (ROC). The roles and responsibilities of this team include:

- **Manage Customer Expectations:** Act as the first point of contact for any issues, providing timely updates and setting realistic expectations for resolution.
- **Customer Satisfaction:** Ensure that all customer interactions are handled professionally and efficiently, aiming for high levels of customer satisfaction.
- **Triage:** Evaluate the severity and impact of incoming issues to prioritize them appropriately.
- **Ticket Assignment and Scheduling:** Assign and schedule support tickets to the appropriate technical teams for resolution.

- **Technical Escalation Management:** Manage the escalation process for complex or high-priority issues, ensuring they are resolved in a timely manner.
- **Reactive Support:** Provide immediate technical support for urgent issues.
- **Documentation:** Maintain detailed records of all customer interactions, issues, and resolutions.
- **Escalation Discipline:** Follow a structured approach to issue escalation, ensuring that problems are resolved by the appropriate experts in a timely manner.

Proactive Cloud Services

Our Managed Services package also includes a Proactive Cloud Services Role that focuses on maintaining the stability and security of your IT infrastructure. The responsibilities of this role include:

- **Monitoring:** 24/7 monitoring of servers, networks, and applications to ensure optimal performance and immediate response to any issues.
- **Patching:** Regularly scheduled updates and patches for all software and hardware components to minimize vulnerabilities.
- **AV (Antivirus):** Continuous antivirus monitoring and updates to protect against malware and other security threats.

- **Backups:** Routine data backups to ensure data integrity and availability in case of hardware failure or data loss.
- **Create Best Practices for Tools, Systems, and Alerts:** Develop and implement best practices for the use of IT tools, system configurations, and alert settings to optimize performance and security.
- **Technical Escalations and ITIL Problem Management:** Structured approach to resolving technical issues, including the use of ITIL frameworks for problem Management.

User Onboarding and Offboarding

Modern IT Managed Services package includes a specialized team dedicated to ensuring a seamless onboarding and offboarding experience for your employees. The responsibilities of this team include:

- **User Setups/Removals:** Efficiently set up new users with all the necessary software, permissions, and hardware, ensuring they are productive from day one. Similarly, manage the removal of users, ensuring data security and compliance.
- **Documentation:** Maintain detailed records of all onboarding and offboarding activities, including software licenses, hardware assignments, and permissions granted or revoked.

- **Autopilot and Intune Automation:** Utilize Windows Autopilot and Intune to automate the user setup process, ensuring a consistent and error-free onboarding experience.

Alignment Engineer

As a unique feature that sets us apart from other Managed Service Providers, we offer the services of an Alignment Engineer. This specialized role focuses on aligning your IT operations with industry best practices and minimizing unplanned work. The responsibilities include:

- **Minimize Unplanned Work:** Proactively identify and address issues that could lead to disruptions, thereby reducing the amount of unplanned work and associated costs.
- **Best Practices Audits/Assessments and Alignment:** Conduct regular audits and assessments to ensure that your IT operations are aligned with industry best practices.
- **Client Specific Maintenance Tasks:** Perform maintenance tasks that are specifically tailored to your organization's needs and operational context.

- **Microsoft Portal Check and Ticket Creation for Remediation and Score:** Regularly review your Microsoft Portal to identify issues and create tickets for remediation, as well as monitor your compliance and performance scores.
- **ITIL Knowledge Management and Technical Writing:** Maintain a comprehensive knowledge base and produce technical documentation to facilitate better decision-making and problem-solving.

Technical Account Manager (TAM)

To ensure that the insights and recommendations from our Alignment Engineer are effectively implemented, we offer the services of a Technical Account Manager (TAM). This role serves as your primary point of contact for all technical matters and is responsible for:
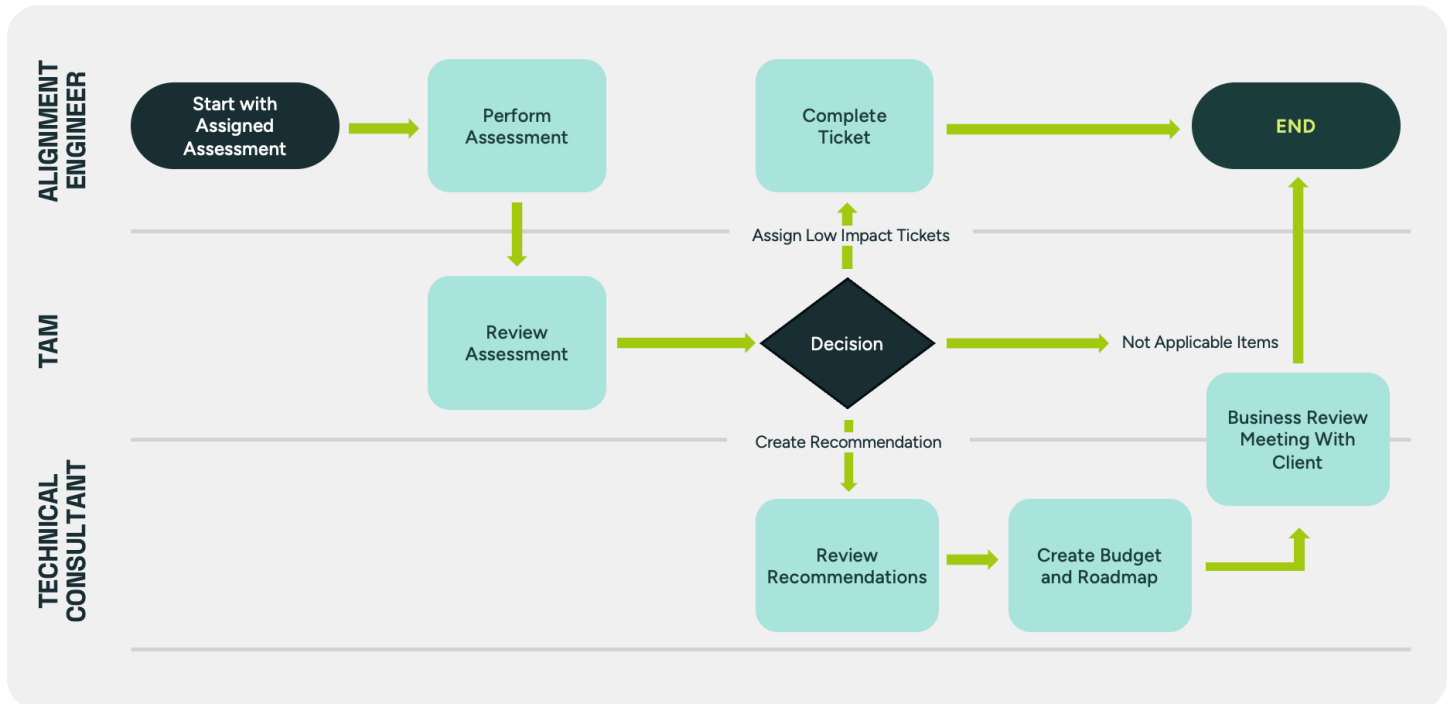
- **Owns Client Technical Relationship:** Act as the liaison between your organization and our technical team, ensuring clear communication and effective collaboration.
- **Onsite Best Practice Assessments and Alignment:** Conduct onsite assessments to align your technology stack with industry best practices, based on the audits performed by the Alignment Engineer.
- **Asset Lifecycle Management:** Manage the entire lifecycle of your IT assets, from procurement to retirement, ensuring optimal utilization and compliance.

- **Understanding Client Departments, Assets, and Data Flows:** Gain a deep understanding of your organization's structure, key assets, and data flows to tailor our services to your specific needs.
- **Client Vendor Management:** Act as your representative in dealings with third-party vendors, ensuring that you get the best terms and that services are delivered as promised.
- **Network / Telcom / Technology Stack Documentation:** Maintain comprehensive documentation and visualizations of your network architecture, telecommunications setup, and overall technology stack.

Technical Consultant

To ensure that your technology investments are closely aligned with your business objectives, we offer the services of a Technical Consultant. This role works in tandem with the Technical Account Manager (TAM) to develop a comprehensive technical strategy, budget, and roadmap tailored to your needs. The responsibilities include:

- **Owns Client Business Relationship:** Serve as the primary point of contact for all business-related discussions, ensuring that your business objectives are at the forefront of our service delivery.
- **Regular Business Reviews and Client Representation/ Meetings:** Conduct regular reviews to assess the effectiveness of the implemented technical strategies

and represent your interests in meetings with vendors and other stakeholders.
- **Client Strategy, Roadmap, and Budget:** Develop and maintain a comprehensive technical strategy, complete with a roadmap and budget that aligns with your business goals.

The Modern IT Way is the process that leads to strategy and transformation.

ALIGNMENT ENGINEER

Start with Assigned Assessment → Perform Assessment → Complete Ticket → END

TAM

Review Assessment → Decision

Assign Low Impact Tickets

Not Applicable Items

Create Recommendation

TECHNICAL CONSULTANT

Review Recommendations → Create Budget and Roadmap → Business Review Meeting With Client

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Solution Architect

To ensure that your technology solutions are both innovative and aligned with your business objectives, we offer the services of a Solution Architect. This role focuses on standardizing technology solutions based on our three principles for innovation: fewer vendors, services over servers, and a robust training and adoption strategy. The responsibilities include:

- **Stay Current with Latest Microsoft and Industry Technology:** Continuously update knowledge to ensure that the solutions offered are cutting-edge and aligned with industry best practices.

- **Create Detailed Scopes of Work (SOWs):** Develop highly detailed project scopes based on technical information provided by Alignment Engineers and TAMs. These scopes are broken down into 15-minute increments for precise execution.

- **Ensure Technical SOWs Achieve Business Goals:** Work closely with the Technical Consultant to ensure that the technical scopes of work are aligned with the established business goals.

- **Managing Business Change:** We understand that we aren't implementing technical change, we are implementing business and human behavior change – this role ensures project plans are designed to work toward human outcomes as the primary objective.

Modern IT

Microsoft Licensing and Cloud Services

As part of our comprehensive Managed Services package, we include a dedicated Licensing Specialist who will be responsible for the following:

- **Own CSP Portal:** Manage and oversee your Cloud Solution Provider (CSP) portal, ensuring that all licenses are up-to-date and compliant with vendor requirements.
- **Licensing Renewal Management:** Proactively manage the renewal of all software licenses, ensuring continuity of services and compliance.
- **Azure Cost Analysis and Optimization:** Regularly review and analyze your Azure usage to identify cost-saving opportunities and optimize your cloud spend.

- **SaaS Software and Licensing Optimization:** Evaluate your SaaS subscriptions and licenses to ensure you are utilizing the most cost-effective and efficient solutions.
- **Contract Management and Documentation:** Maintain a centralized repository of all software licenses and contracts, ensuring easy access and compliance.

Education Team

To ensure that your team can make the most out of the technology solutions we provide, our Managed Services package includes a dedicated Education Team. This team focuses on training your staff to improve productivity and technology adoption. The responsibilities include:

- **Continuously Improving the Microsoft Adoption Score:** Regularly monitor and take steps to improve your Microsoft Adoption Score, ensuring effective use of Microsoft technologies.
- **Live Training Workshops:** Conducting live workshops to train your staff on various technologies, focusing on practical skills that can be immediately applied.
- **Training Materials Development:** Library of comprehensive training materials that can serve as a long-term resource for your team.

- **Manage Digital Training Platforms for Microsoft and Security Awareness:** Utilize the Brainstorm Software Adoption Platform to provide digital training on Microsoft technologies and security awareness. We include licensing for this platform as part of our Managed Services offering.
- **IT Department Technical Training:** The same internal, certified experts that train Modern IT engineers is made available to our clients with internal IT teams to facilitate certifications and stay modern.

Procurement Team

In addition to our standard Managed Services, we offer a specialized Procurement role designed to enhance your operational efficiency. The responsibilities of this role include:

- **Procurement:** Oversee and manage all aspects of procurement, from vendor selection to purchase orders, ensuring you get the best value and quality.
- **Optimize Procurement Processes and Vendors:** Continuously review and optimize procurement processes and vendor relationships to ensure you are getting the best terms and quality.

- **Shipping Update Management:** Keep track of all shipments, providing timely updates and ensuring that all goods arrive as scheduled.
- **Inventory Management:** Maintain an organized and updated inventory system, helping you avoid stockouts or overstock situations.