ITOLOGIST
Getting **IT.** Done.

ITOLOGIST MANAGED IT SERVICES

ITologist is an award-winning, best-in-class, multi-level certified technical support company that provides the most personalized IT experience on earth.

Your employees will have a smile on their face when they contact ITologist because they know their problems will be solved.

Why companies pay too much for IT:

69% of routine work and on-site maintenance is being done by managers*

75% of department heads report a talent shortage and longer time spent on issue resolution**

89% of your existing IT team's efforts are being spent on low-yield, time-consuming tasks***

Without **IT bifurcation**, companies forfeit employee productivity and money.

Most employee interaction with "traditional tech support" is less than satisfactory.

Long term auto-renewing contracts and consultants who sell on commission hurt your bottom line.

Hourly rates mean more service calls and billing for travel time; lasting resolutions are discouraged.

Most companies with 20 to 40 employees pay $2,000 to $6,000 per month for their IT services.

An all-inclusive, fixed-fee plan is the **most predictable** strategic measure to ensure that your technology is always working optimally .

Why ITologist?

ITologist's **Extreme Personal Engagement** is guaranteed to improve end-user experience. ITologist is part of your **IT bifurcation strategy**, immediately absorbing up to 90% of your tech team's low-value work. Full-time, part-time or contract basis.

Note:

You do not need to replace your IT staff employees or consultant as IT Bifurcation augments your employee experience and productivity, all while saving your organization large amounts of money.

STATS:

*By 2022, cloud services will be an essential part of at least one point of interest for 90% of businesses and by 2024 work will be fully automated and/or outsourced. **Gartner, 6/2020**

82% of company leaders plan to allow employees to work remotely, at least part of the time post COVID-19. **Gartner, 7/2020

***58% of managers state that they struggle to accomplish all tasks given to them and 52% state they must go around organizational processes to get work done, resulting in 18% waste. **Gartner, 7/2020**

Both Zendesk and TeamViewer have been named leaders in the 2020 Gartner Magic Quadrant for the CRM Customer Engagement Center, ITologist's helpdesk and remote support solutions of choice.

The rates of service listed below beats all national average best pricing:

- **$75*/**per employee/per month/remote support
- Month-to-month agreement. Cancel anytime.
- NO added overhead for onboarding ITologist: equipment, benefits, training, 401k match.
- Personal access to Nicholas Goodman, ITologist's business founder and a team of certified Level 1-3 remote support experts.
- 8:30-5:30 business hours (across all US time zones)

$75* ESSENTALS price level includes:

- Level 1 support:
  - o basic technical questions
  - o email issues
  - o password resets
  - o printer configurations
  - o break/fix instructions
- Level 2 support:
  - o mid-level technical questions
  - o software installations
  - o hardware issues and resolution
  - o security patching and updates
  - o connectivity and time-sensitive resolutions
- Level 3 support:
  - o advanced technical questions
  - o configuration
  - o database administration
  - o server work
  - o network, email, file shares, data center and other infrastructure issues.

Any of the following areas are expert-oriented, requiring advanced knowledge and certifications to perform work and are in addition to the Essentials package at a remote rate of **$75/hr**:

- o Research Project Requests
  - o Vendor/3rd Party Projects
- o Consulting
  - o Strategy Sessions
- o Budget Forecasting
- o Implementations
- o Overhauls
- o Audits
  - o Lifecycle inventory/Software Standardization/Inefficiencies
- o Advanced Networking
- o Topology Redesigns
- o System-Wide Upgrades
- o Migrations
- o Project Management
- o Bulk Hardware Purchasing

Onsite and in-person work is at a rate of **$125/hr**

*Month-to-month service agreements so we always know we're a good fit.