



**FRAMEWORK | IT**

# Managed IT Services

Principal, Managed IT Partnerships

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 **FRAMEWORK | IT**

## What Sets Us Apart

Our mission is to empower your people to do more by helping you get IT right. We are committed to building trust through quality service so you can focus on your business.



- Net Promoter Score (NPS): **87** – Measures client loyalty & likelihood of recommending Framework IT
- Customer Satisfaction (CSAT): **97%** - Measures client satisfaction with service quality
- Top-Reviewed Managed Services Provider in Chicago on Clutch.com
- PCs for People E-waste Recycling Partnership
- Framework AI as a Service

# FRAMEWORK | IT

Our best partnerships thrive when clients value business outcomes, strategic investment, proactive planning, and collaboration.



## Business-First Mindset

- Sees IT as enabler of productivity, not just a cost center.
- Committed to continuous improvement, not "set it and forget it".



## Strategic Investment Approach

- Values long-term ROI and quality solutions over quick fixes.
- Ready to invest time collaborating on IT strategy.



## Proactive Risk Management

- Wants to identify and mitigate business risks before they escalate.
- Open to planning and prevention, not just reactive firefighting.



## True Partnership Mentality

- Seeks win-win collaboration, not transactional vendor relationships.
- Values integrity, open communication, and honest feedback.

## Three Pillars of Managed IT

Our Managed IT Services always include:



**Support**



**Strategy**



**Security**

All are essential to avoid **wasted time stuck reacting to IT pains and frustrations**. Instead, we **leverage our operational maturity to proactively prevent IT issues**, so your team has more time to **focus on what really matters**. We collaborate to determine which scope matches your needs: **Comprehensive** or **Co-Managed**.



# COMPREHENSIVE MANAGED IT SERVICES

Unparalleled IT Support



Unlimited Support



Vendor Support



Documentation Management



Proactive Monitoring & Maintenance

- **Unlimited support** for issues, remote or onsite at U.S. office location(s), ensure staff remain productive while business operations are always smooth and efficient
- 30+ Help Desk Engineers
- **Answered live** via service hotline, email, Teams, computer agent, and portal
- **Client Lead Engineer (CLE) + Proactive Infrastructure Engineer (PIE)**
- **Covered minor moves, additions, or changes (MAC requests)**
- Out-of-scope projects are always discussed with the vCIO, requiring your signature, before execution



## Covered Moves, Additions, and Changes versus Projects

<b>Covered (MAC requests)</b>	<b>Not Covered (Projects)</b>
<ul style="list-style-type: none"><li>• Minor Move, Addition, or Change</li><li>• Typically related to an individual user's equipment and/or accounts.</li></ul>	<ul style="list-style-type: none"><li>• 8 hours or more to complete</li><li>• Project Management via several FWIT resources</li><li>• Moves, additions, or changes to core infrastructure, or that impact more than one user.</li></ul>
<b>Examples</b>	<b>Examples</b>
IT on/offboarding process, physically moving equipment already in the office location, or changing cybersecurity software settings, etc.	Replace or install new networking equipment, Google to Microsoft migration, server to cloud migration, build SharePoint intranet, etc.



# EMPOWER YOUR PEOPLE TO DO MORE

Help Desk Hours (CT)

**Standard Hours**  
M-F, 8 AM - 5 PM

**Extended Support**  
M-F, 5-9 PM; Weekends 8 AM-5 PM

**24x7x365 Emergency Support**  
High Urgency/High Impact



# FRAMEWORK | IT Proactive Strategic Consulting



Led by your trusted vCIO, ongoing consulting and quarterly Strategic Business Reviews, to align your technology with business goals for optimal performance.

- Monthly reporting for transparency and accountability
- Predictable IT planning, budgeting, and continuous improvement
- Refine Standard Operating Procedures such as staff IT on/offboarding
- Ensure proper evidence gathering for compliance by refining business policies such as Acceptable Use and Responsible AI
- Project and change management
- Prevent common IT issues with ClipTraining
- Maximize ROI
- Quarterly Strategic Business Reviews





## FRAMEWORK | IT

# Foundational IT Security

Achieve peace of mind with our cybersecurity services that provide the **most cost-effective approach to reduce risk**. Be confident your business reputation and data are protected from evolving threats.

- Next-Generation Anti-Virus/Anti-Malware
- Endpoint Detection & Response (EDR) + Managed Detection & Response (MDR)
- 24x7x365 Security Operations Center
- Email Security & Multi-Factor Authentication
- Staff Cybersecurity Awareness Training & Mock Phishing Program
- G-Suite & Microsoft 365 Cloud Response + Backups (SharePoint, OneDrive, Email, etc.)
- Other solutions included such as: Vulnerability Scanning, Dark Web Monitoring, Managed Application Control



### Is Your Business Prepared to Withstand a Cyber Attack?

#### **Purpose:**

Complete the Business Risk Assessment to measure the operational maturity of your current IT and cybersecurity risk across your organization.

#### **Goal:**

Prepare to build your Business Optimization Roadmap to close gaps in best practices, better optimize your business overall, and set up our partnership for long-term success.



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# PRICING MODEL

### The Business Optimization Framework

We incentivize proactive, win-win partnerships based on 15+ years of data analysis. You adopt IT best practices, experience a better-optimized business overall, and we **reward you with decreased monthly pricing.**

- Eliminate cybersecurity risk
- Remove IT inefficiencies holding your business back
- Standardize, streamline, scale
- Prevent issues and faster resolution when issues arise
- More time in your day
- Lower Total Cost of Ownership



# THE BUSINESS OPTIMIZATION PROCESS

**Purpose:** Strategically bridge the gaps between your current IT and best practices.

**Goal:** We build and implement the Business Optimization Roadmap to close gaps in best practices, better optimize your business overall, and set up our partnership for long-term success.

**Estimated Your Time Spent:** 3 hours and 25 mins



Understand your organization's current state and ideal future state.

Discuss details about your IT needs and our scope of services, pricing model, and process to deliver a proposal.

Uncover cybersecurity risks, threats, vulnerabilities, & identify best-practice gaps.

Deliver your Managed Services Proposal with Pricing, including your Business Optimization

Roadmap to align to best practices.

Continuous improvement of IT support, strategy, and security.



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# How to Quantify your Business Risk

## Purpose:

Free Business Risk Assessment & Optional Penetration Test to measure the operational maturity of your current IT and cybersecurity risk across your organization.

## Goal:

Prepare to build your Business Optimization Roadmap to close gaps in best practices, better optimize your business overall, and set up our partnership for long-term success.



# FRAMEWORK | IT

## Why Partner with Us

### Our Partnership Guarantees

You can rest assured that your technology partner is secure and helping your team do their best work. As always, we strive to exceed your expectations to build lasting partnerships rooted in trust and excellence.

- 01**  **30-Day Money Back**
- 02**  **Try Us Before You Commit**
- 03**  **IT Issue Reduction**
- 04**  **100% Satisfaction Guarantee**
- 05**  **Responsible AI**
- 06**  **Commitment to Strategic Planning**
- 07**  **No Surprise Billing**
- 08**  **Information Privacy**
- 09**  **3rd Party Cybersecurity Monitoring to Ensure We Remain Secure**
- 10**  **Service Phone Calls Always Answered By A Service Coordinator**
- 11**  **Never Leave A Service Voicemail**

# Partner Testimonial



“

Framework IT Help Desk phone AND email ticketing service along with our account representative(s) and managers are SUPER responsive and fast to address our questions and issues. Their team of technicians are very knowledgeable and able to troubleshoot everything that we've come across. Their advice and tips and fixes are thoughtful and productive. They have a great team of people. The technicians are ALL very well trained and able to formulate/fix the issues/bugs quickly with experience, and everyone with whom our team has worked with have been professional and friendly!”

**Head of Operations**  
Family Office & Venture Capital Firm

“

Items have been delivered on time if not early in some cases. The style of communication is very patient, thorough, and detailed. Each time we reach out for help, it is met with complete professionalism and friendliness on a level that we had not yet experienced in working with an IT provider in this organization.

**Office Manager**  
Law Firm

