THE I.T. LEADER'S GUIDE TO

Co-Managed I.T.

A NEW And Necessary Approach To Running A Top-Level I.T. Department That Enables You To Deliver Strategic Value, Supreme Cyber Security Protection And Excellence In I.T. Service

QUANTUM TECHNOLOGIES

Are you an EXTREMELY busy, often frantic, time-pressured IT Manager awash in urgent problems and critical projects but NOT equipped with the tools, budget and support you <u>desperately</u> need to run your IT department the way it should be run?

If So, I've Got <u>The Solution You've Been Looking For</u>

From The Desk of: Nathan Drager
President, Quantum Technologies

Dear IT Colleague,

There are very few people who understand the daily life of an IT leader…

The incredibly LONG hours, crushing workload, millions of tiny details you need to pay attention to, constant complaints and problems crossing your desk, new projects cropping up, escalating cyber security threats, new technologies you need to learn, difficult end users who refuse to follow your recommendations, much-needed maintenance looming and <u>impossible deadlines and URGENCY on EVERYTHING</u>.

To make matters worse, you're expected to keep everything up, running and protected on a shoestring budget, without sufficient staff, tools or training, forcing you to constantly choose between putting out a fire OR working on a much-needed, more strategic project you know is necessary.

Because of all this, you worry. Worry about the security of your network, worry about the validity of your backups, worry about whether or not you've got it all "covered." If things are working, that's good (for now). But if you get one thing wrong – or simply overlook one important detail – you can end up with a total IT disaster involving extended downtime and disruptions to critical business functions, lost data and an EXPENSIVE, devastating cyber-attack, <u>with all eyes and fingers pointing to you</u>.

Bottom Line, You Need More Help!

Hi, my name is Nathan and I'm a fellow tech and President of Quantum Technologies an IT services firm based here in Sturgeon Bay.

I'm writing to you and your CEO to find out who is the most appropriate person or people to talk to regarding a NEW and innovative service we are providing to IT leaders to give them the support, tools and help they desperately need at a fraction of the cost. **We call this service "co-managed IT."**

What Is Co-Managed IT?

In short, co-managed IT is a way for IT leaders of growing companies to get the helping hands, specialized expertise and IT management and automation tools they need WITHOUT the cost and difficulty of finding, managing and retaining a large IT staff.

This is NOT about taking over your job and replacing you or your IT department. It's also **NOT** a one-off project-based relationship where an IT company would leave you to support whatever they implemented (or pay them big bucks afterwards to support it).

It's an ongoing partnership to help you deliver far superior IT support and VALUE to your company at a much lower cost. Here are just a few of the reasons why IT leaders in small to mid-size companies are moving to a co-managed approach:

- **You maintain COMPLETE control over your IT department and decide what you and your team will handle and what problems get passed on or escalated to us.** All of our partnerships with current IT leaders are customized to YOUR specific situation, so you KEEP the workload you want and offload tasks and projects you either don't have time to do, don't want to do or simply don't have the skill set in-house to complete.

- **You get instant access to the *same* powerful IT automation and management tools we use to make your job EASIER.** We'll give you our professional-grade IT management tools that will allow you to capture, organize and prioritize end user "tickets" (problems), improve communication, shorten resolution time, track software licenses and renewals, create and manage projects, document the devices on your network and be FAR more effective and efficient. These are software tools your company could not reasonably afford on its own, but they are *included* with our co-managed IT program – and we configure them, upgrade them and *train you on their use*.

- **You'll become more valuable to your organization.** Our team will free you up to work on more strategic projects and focus on YOUR strengths. You'll finally get the time to work on that long list of projects you've been wanting to get to but couldn't – or simply delegate them to us.

- **You get a TEAM of smart, experienced IT pros to collaborate with.** We're always here to help you to figure out the best solution to a problem, to get advice on a situation or error you've never encountered before or to help decide what technologies are most appropriate for you (without your having to do the work of investigating them ALL).

- **You'll stop worrying (or worry less!) about falling victim to a major cyber-attack, outage or data-erasing event.** We can assist you in implementing next-gen cyber security protections to prevent or significantly mitigate the damages of a ransomware attack or security breach. We can also assist in providing end-user awareness training and help you initiate controls to prevent employees from doing things that would compromise the security and integrity of your network and data.

- **Access to free workshops and on-demand training.** We provide workshops and webinars for our co-managed IT clients on topics ranging from cyber security to backups, etc. This is

FREE to you and a huge value add.

- **One BIG, final benefit: You can *finally* take a vacation or a day off without everything collapsing.** You'll have a *flexible* workforce of experienced IT pros at the ready to assist with special projects, migrations and new technologies – or to simply give you the ability to take some time off. We are your backup IT team!

Why Us?

There are a number of reasons our company is uniquely positioned to be your co-managed IT partner, starting with the simple fact we're the ONLY IT firm in Door County offering it.

Other IT firms either provide short-term project-based services or only sell *managed* IT services, which are designed to replace you and your IT department. Others will offer simple monitoring, but nothing beyond that. True co-managed IT is NONE of those things.

We are a partner you can TRUST. We're the team that will sit up with you in the wee hours of the night fixing a problem. We're the team you can call when you're stuck or simply need an answer to a problem you've never seen before. We're YOUR team, YOUR champion.

We are also the leader in efficient, responsive IT services and support. We currently serve over 100 businesses in Door County and have a solid reputation for service built on over 15 years' experience. *But that's not all we do*. We are also the leading/preeminent experts in cyber security – second to none in our thorough understanding of how to protect networks from data loss, ransomware, cloud technologies, etc..

I have invested thousands of dollars and over 15 years into developing the most efficient, robust and responsive IT support system so you don't have to. The co-managed IT support we can wrap around you will dramatically improve your effectiveness and the quality of IT support you are giving your organization.

Is Co-Managed IT Right For You?
Let Me Send You Our Free Information Guide And You Decide

If this letter struck a chord and you want to explore how (if?) a co-managed IT relationship would benefit you, I'd like to send you our **Free Guide To Co-Managed IT**:

You can download it INSTANTLY at: www.quantumtechnologies.com/consult.

This guide features in-depth details about co-managed IT and provides answers to frequently asked questions, important information about picking the right IT firm to partner with as well as case studies and details on how you can develop a better, more productive relationship with the management of your organization.

This is NOT just a "brochure," but an informative report about how to run the most efficient, SECURE and responsive IT department possible – and it belongs in your hands.

You'll discover…

1. **Things IT leaders need to know about NEW and evolving cyber security threats.** As you probably already know, spam filters and firewalls are no longer a viable means to protect your organization – but you don't have an unlimited budget and the time to thoroughly test EVERY cyber security solution on the market. So, which ones are the BEST? Where are you going to get the best protection for your buck? We'll provide you insights on what we're advising clients today.

2. **What's the most cost-effective way to manage your IT assets and deliver faster, more responsive support to end users?** To PREVENT problems from happening in the first place? To prevent users from accidentally (or intentionally!) doing things that could compromise your security (and make more work for you!).

3. **What's the EASIEST way to create and maintain accurate documentation of your IT systems, assets and processes WITHOUT spending hours of time?** Good documentation will reduce the amount of time you spend searching for information, reduce mistakes, and rework and improve your efficiency.

4. **How to identify single points of failure and how to ensure they don't bring your network (and your business!) to a grinding halt.**

5. **How can you have a more productive relationship with your management team?** What's the best way to get them to understand (and appreciate!) what you do? How can you get the funding you need for critical projects and upgrades? How can you better align what you do with the company's overall goals?

To download this Free Guide now, go online: www.quantumtechnologies.com/consult

Want To Talk To Us Direct?

If you prefer, we can also schedule a quick 10-minute call to answer any questions you have about co-managed IT. Simply call me at 920-818-0900 to schedule a phone appointment or e-mail us at info@quantumtechnologies.com.

I will call and follow up with your executive assistant in the next 2 to 3 business days to ensure that you've received this letter and determine if you, or someone else in your organization, is the right person to talk to about co-managed IT.

Sincerely,

Nathan Drager, President
Quantum Technologies