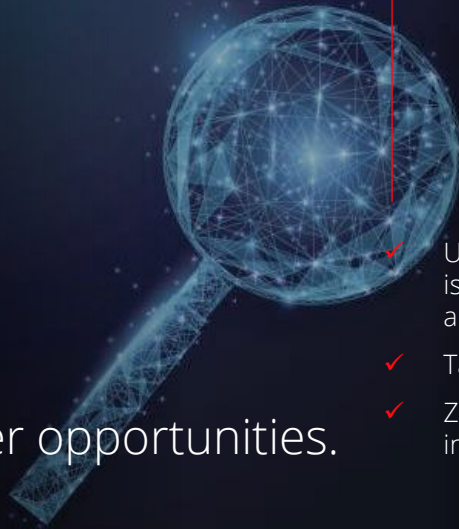




IT Environment Assessment

Discover issues and uncover opportunities.



- ✓ Understand risks and issues in your environment and how to improve
- ✓ Tailored to your priorities
- ✓ Zero disruption – no staff interviews, no downtime

Whether your goal is to find the causes of recurring IT issues, understand if you're ready for the cloud, or simply get peace of mind about your IT, our IT Environment Assessment will deliver the insights you need. During the assessment, our technical experts conduct an in-depth review of your environment, documenting detailed information, analyzing the current state against the latest best practices, and identifying critical issues and areas of improvement. We then consult with you and outline what actions to take to reduce risk and downtime, optimize your environment, and meet your IT goals.

Analysis by experts

Don't rely on the generic output of software tool reliant assessments. Our assessment is performed entirely by certified Senior Technicians. No knowledge transfer from your team is required – our experienced IT professionals know what to look for. They take the time to investigate and intimately understand your environment. Leveraging deep expertise, they know the cues of when and where to look deeper to uncover unrealized risks and the root causes of issues.

Turning insights into action

Our job goes beyond uncovering issues. We also document recommendations and consult with you to provide action plans for addressing issues and improving your environment.

Comprehensive, valuable insights

- ✓ Uncover root causes of system performance issues that impact end user productivity (such as system slowness, downtime, and frequent server reboots)
- ✓ Discover network, firewall and password related vulnerabilities that are highly targeted by bad actors
- ✓ Assess the efficacy of your backup and recovery capabilities to ensure they can meet your expectations and requirements
- ✓ Uncover domain health related issues that don't show symptoms but can have catastrophic ramifications (such as complete loss of systems access causing downtime)
- ✓ Determination of which of the myriad of device alerts you regularly receive need to be addressed

IT Environment Assessment

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WHAT WE LOOK AT

During our IT Environment Assessment, our team of Senior Technicians will review and assess:

- Physical and virtual infrastructure configuration
- Hardware warranty expiration and end-of-life
- OS, firmware, and business critical software version recency
- Network performance
- Domain health
- Network security and firewall configuration
- Password policies, controls, and complexity of privileged account passwords
- Backup practices and recovery capabilities including estimated recovery time
- Redundancy
- Microsoft Exchange health
- M365 security

PROCESS

- We start by consulting with your team to understand your business priorities so we can tailor our analysis and recommendations to the bigger picture for your business.
- (Optional) To enhance the insights delivered by our assessment, we can deploy a secure software tool that operates without disruption to collect performance related data.
- Without any disruption or time required from your team, an experienced Senior Systems Engineer will thoroughly examine, document, and analyze your environment. This will include a minimum 1 business day on site to investigate your physical infrastructure.
- Our team will present the findings and consult with you on recommended corrective action and how to prioritize steps for remediation.

KEY DELIVERABLES

Within 2 weeks from project kick off:

- Executive Summary: a non-technical summary of key findings along with our recommended next steps.
- Infrastructure Diagram: comprehensive mapping of your current network presented in a visual format.
- Detailed Report: a complete audit and full documentation of your current environment along with our analysis of your environment in comparison with current best practices.
- Remediation & Recommendations: actionable recommendations for corrective actions to address identified issues and risks.
- Presentation of Results: our technical team will review the results with your team, answer questions, and present recommended steps for remediation.