Enterprise Support Plus (ESP)
Managed IT Support Services

Are you challenged with the prospect of assembling the right mix of people, processes, and tools to support your IT infrastructure and end users 24/7/365? Do your attempts to provide a best practices-based IT environment take you away from your core business? You are not alone. It takes a highly skilled team that has expertise in managing these environments day in and day out to provide the proactive support model necessary to stay ahead of the demands of the modern workplace.

You know what you need, but getting there is a challenge. To accomplish this task, you will need several components including:

- Technical expertise from a staff versed in a wide variety of technologies
- Proactive monitoring approach that leverages top tier tool sets
- Processes aligned with best practice frameworks
- Reliable service delivery from a team with deep coverage 24/7/365

- Flexibility in support model to accommodate change in the environment (such as moving to the cloud)
- Responsiveness driven by workflows that will support service-level objectives
- Reporting to assure fulfillment of service-level objectives

This requires either building an internal support organization or partnering with a third-party organization such as a Managed Service Provider (MSP). Look no further...

WHAT WE SUPPORT WITH ESP:

- Endpoints
- End Users
- Servers
- Firewalls

- SD-WAN
- Routers
- Switches
- Wireless Access Points

- Storage Devices
- AWS/Azure/GCP
- Microsoft 365
- Google Workspace

PROBLEMS WE SOLVE WITH ESP:

- Maintaining IT infrastructure uptime
- Providing end user support
- Driving compliance in support of an organization's GRC framework

- Adapting to changing conditions in the IT environment (such as moving to the cloud)
- Scaling support to meet the needs of a growing organization

How we solve your challenges with Enterprise Support Plus:

PEOPLE
We staff 3 tiers of support across 3 shifts (24/7/365) at 3 operations centers. We focus our efforts on recruiting talent that is accomplished across relevant technologies to support a broad array of OEMs. We strive to be agnostic across OEMs to support multi-vendor environments.

PROCESSES
We rely on 2 major frameworks for our processes. The first framework is ITIL, which is a best practices framework for IT Service Management. This ensures that we can support service-level objectives. The second is NIST SP 800-171. This cybersecurity framework defines the operation of controls in an environment with the presence of Controlled Unclassified Information and is the underlying framework for cybersecurity controls defined in many other frameworks. These frameworks facilitated our achievement of SOC 2 Type II Certification.

TOOLS
We leverage top-tier tool sets for managing endpoints, servers, and network devices, as well as for project management and other business processes. We leverage similar tool sets for cybersecurity for endpoints, email, network, servers, and advanced threat detection.

01	02	03	04	05	06
Understand Strategic Objectives	Define Requirements	Develop Solution Design	Follow Onboarding Project Management Practices	Complement Professional Services	Provide Reports, Quarterly Planning and Operations Reviews

ESP CUSTOMER BENEFITS:

- Establish best practices for IT service management
- Flexible service delivery models to fit your culture
- Better end-user experience that meet enterprise service levels
- Enables IT organization to focus on strategic initiatives
- Focus on your business
- Reduced risk through compliance within vertical frameworks

WHY NETRIO?

We simplify the complex. We keep your business running 24/7. We've Got This.

We deliver customer-centric managed support services from our three geo-diverse US-based Operations Centers working 24/7/365. With 20+ years of experience, we are laser-focused on support services for small to large enterprises, leveraging world class technology solutions that will keep your business running at warp speed with peace of mind.

**Contact NETRIO or your Channel Resource today
to learn more about ESP and how we can support your business.**

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