

# ITERATION 360 MANAGED SERVICES

## About Us

At Iteration 360, we have built a strong team of IT experts to help you tackle any issues or needs you might have with your business applications. Whether it is continuous system support, upgrades, or custom development to fit your unique needs, we got you covered.

## Why I360 Managed Services



### Reduce Costs

Keep your solutions up to date and healthy, avoiding costly solutions in case of an emergency.



### Free Up Your Resources

Let your IT leaders focus on strategic objectives, instead of them spending hours on bug fixes and customizations.



### Get Onboarded Quickly

After our quick technical assessment of your solutions, we will recommend a plan that will work best for your needs and you will be ready to go!



## Contact Us

E-Mail

[info@iteration360.com](mailto:info@iteration360.com)

Website

[www.iteration360.com](http://www.iteration360.com)

# Services We Provide



- Preventative Maintenance
- Security Administration
- Patching
- System Health Assessments
- Workflows Creation
- Proactive Maintenance
- Reports Creation
- End User Training
- and more...



## Flexible Plans to Fit Your Unique Needs

	Direct	Essential	Professional
Key Business users	up to 5	up to 10	up to 25
Account Manager	Escalation level	yes	yes
Coverage Hours	Monday to Friday local hours	Monday to Friday	Monday to Friday
Updated & Patches	No	Yes (2)	Yes (4)
Preventative Care	No	Once every business day	Twice every business day
Response Times	Best effort basis	Critical issues: 1H Default: 8H	Critical issues: 1H Default: 4H
Hours	40 hours/month	80 hours/month	120 hours/month
Commitment	6 months	12 months	12 months
Billing	Monthly	Bi-annual	Bi-annual



# Your Path to Adding Value and Performance to Your Team

- Step 1: Sign Up for a Technical Assessment  
Our team can begin the evaluation of your existing business applications
- Phase 2: Plan Selection  
Our team will guide you through the plan selection based on the technical assessment to ensure you sign up just for the right amount of service hours and resources
- Phase 3: Provisioning  
A customized contract is prepared and is sent to you for your electronic signature
- Phase 4: Onboarding  
Iteration 360 will schedule online onboarding meeting where we introduce you to our tools, communication and escalation process
- Phase 5: Launch  
Your partnership with Iteration 360 is now all set and you are on your way to adding value and performance to your team!

## Dedicated Customer Success Manager

The importance of customer success manager included in our managed services plans

- Ensures on-time services delivery
- Enables proactive management
- Staff members with years of experience
- Effective post-resolution management
- Partner investing in your success

