

# CoMITs

## Introduction

Co-Managed IT services (CoMITs) is a hybrid relationship between your IT staff and Next Century Technologies (NCT). CoMITs creates a partnership between you and us. And it truly is a partnership, one which we are very committed to.

Primarily it's about the Services, Tools, Methodologies, and Portals (or STMPs). These are products that we use in order to provide our services to you, our customer.

We segment our IT responsibilities. Using our STMPs, you'll be responsible for supporting some of the IT resources for your organization. And we are responsible for the rest.

Our STMPs include:

- Helpdesk Ticketing System
- Remote monitoring & management system (RMM) w/remote desktop support & inventory
- Sophos EDR Endpoint Protection and web filtering
- Cloud back for files and/or images
- IT Glue documentation platform (including knowledgebase + other tech docs)
- MS Teams – dedicated channel just for our team communicating with you plus access to our internal “Not Work Related” channel
- SNMP network monitoring tools
- Office365 portal via Sherweb

## Benefits

- **Cool Tools.** We not only provide cool tools but we also include training and support so you get the most out of them.
- **Pick our brains – there are many!** Got questions? Want another opinion? Ask! Regardless of whether its covered or not, pick up the phone or utilize our shared Teams channel to start a discussion. We will help freely and openly.
- **Don't have time?** You can easily escalate a ticket/project/issue to us and we will handle the issue for additional time & materials charges, at a discounted rate
- **We are always available.** Since we are a team, you don't have to worry about unavailability due to sick days or vacation.
- **No hiring hassles.** We handle the hiring process and background checks for all new staff, and we have our own training program to get them up to speed.
- **Human resources.** Our great company culture, compensation plan and benefits keeps our staff turnover low. We believe happy employees are critical to good customer service that your staff will appreciate.

## Keys to Success

**Partnership.** We believe a partnership is based on cooperation and trust. Your success is our success. Your goals will be our goals.

**Openness.** Transparency is king. All our cards will be on the table. All monitoring tools shared with you, obviously different credentials and vice versa if you are bringing other tools in for monitoring.

**Flexibility.** We look forward to helping you implement strategic goals. What we cannot flex on are certain tools such as our ticketing system, documentation system and RMM because those tools are tightly woven into how our company functions. However, we can work with you on other tools that you implemented internally.

## Defining the Layers

What layers of IT are covered by NCT and which are covered by you?

Four layers we consider:

1. **Workstation support:** Users need support for finding stuff (how do I open...?), training (I don't know how to use Outlook), printing (printer won't print/scan/power on), internet down (ugh!), and last, but not least, help with line-of-business apps.
2. **Server & infrastructure support:** This includes both virtual and physical servers, along with the uninterruptable power supply (UPS) that goes with them. Switches, APs, routers and firewall are also included here.
3. **Voice:** This includes on-prem phone systems and hosted VoIP.
4. **Location:** We can certainly segment work by location as well! For example, we handle sites A and B, you handle sites C and D.

## Who We Are

Tracy Hardin, owner and founder of NCT, started the company back in 2001 after a decade working in the corporate world of IT. During her time in the corporate world, outside IT consultants were brought in to help her with special projects. She understands how valuable their skills and insights can be. Helping people with IT is a passion, and Next Century Technologies is a reflection of that.

## Our Core Values

Enthusiastic | Personable | Collaborative | Unified | Do the Right Thing

## Interested?

Next steps would include an online (or in-person) meeting with our management team and yourself to determine the best way we can support you and over what time frame. You may need short term help instead of long term, or only certain locations. There will be lots of questions from both parties and we may request basic documentation of your IT assets. Reach us at (859) 245-0582 or send an email to [sales@nextcenturytechnologies.com](mailto:sales@nextcenturytechnologies.com) to get started today!