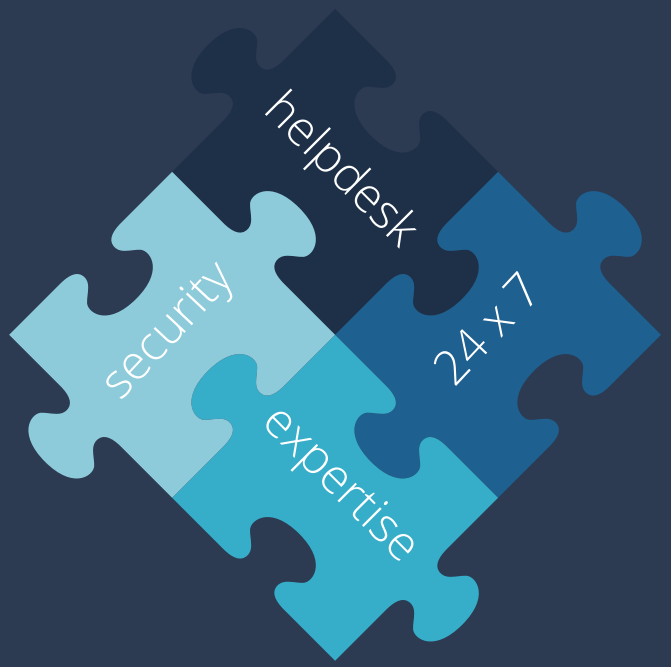




**EXPERT-LEVEL IT  
RESOURCES FOR ANY SIZE  
ORGANIZATION**



**Complete<sup>TM</sup>**

**Is your IT support model dated and expensive? Are you having a hard time retaining IT talent? Complete is OneIT's fully managed and outsourced IT service offering. Let's see if we can help.**

**At OneIT, we create IT environments that let our clients sleep better at night.**





**Complete**<sup>TM</sup> is OnelT's fully managed, IT support service. We've been a Managed Service Provider (an MSP) for more than 13-years, and bring enterprise-level IT support, resources, and knowledge to any size company.

All of the services that OnelT offers are customized for the end user, and **Complete** follows that trend. We fit into an IT organization exactly where our clients need us to. Whether it's fully outsourced support, as a resource to complement existing IT staff, or expertise for a single project, we can bridge the gap.

**Complete** is a fixed cost per month service, which is also one of the values it brings to our customers. When a component of a client's IT environment is covered by **Complete**, OnelT performs all proactive maintenance, live monitoring and IT support for that component at a fixed fee per month. There are no surprise charges, and IT budgeting becomes more like a utility.

When end users need support, they simply use an app on their desktop to contact OnelT, and then one of our engineers quickly responds. Our help desk is robust, and staffed with varying levels of resources, often times providing better than in-house knowledge and response time to end users.

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**Complete** is designed to be customized specifically to each client; offering just the right amount of outsourced support. The service is created by combining building blocks until the perfect IT model is achieved. Building blocks for **Complete** include:

- User devices such as desktops, laptops, and tablets
- Servers
- SAN/NAS
- Phones
- Firewalls
- Device security
- System-level security
- WiFi and Access Points
- Printers
- Vendor management
- Email
- Licensing

OneIT extends our customized support model into help desk support services. Clients can choose to have end users contact us directly, or we can act as an extended support model for an existing IT department; dovetailing our ticketing system into theirs.

In addition to managing existing client hardware and infrastructure, OneIT also offers Hardware as a Service (Haas).

With a combination of HaaS and **Complete**, the entire IT department becomes a predictable cost per month with no CapEx required. Hardware is always under warranty and always current. HaaS can be determined at the beginning of a contract, or slowly triaged in as devices come up for refresh.





OneIT offers many complementary services with **Complete**.

These include:

- Security awareness training
- IT project support
- Physical to cloud migration planning and implementation
- BCDR consultation, planning and implementation
- VoIP services
- Collaboration tools and implementation
- CIO assistance
- IT roadmap planning

The purpose of **Complete** is to allow our customers to focus on their business, while OneIT concentrates on the technology powering it.

## Our Commitment to Customer Experience

While our solution set is at the core of **Complete**, the way we care for our customers is our largest competitive advantage.

One of the most frequent concerns we hear from companies considering a technology provider is that they are uncomfortable using a 3rd party, because they are used to having an “in house” IT resource. At OneIT, we overcome this concern, and provide an experience for our customers that feels like our resources are an extension of their team. Instead of being a vendor, we position ourselves as a partner. We work tirelessly to ensure that our customers are satisfied and informed.





Our guarantee to our customers is "clear and timely communication." We've built extensive processes around our guarantee, to ensure not only our support team, but our entire organization, is constantly driving toward clear and timely communication with our customers. As a safety net, we then added an escalation process for emergencies.

After each service ticket is complete, we send out a survey and ask the customer how we performed, from their perspective. Our entire organization is measured by the results, ensuring we're all aligned in creating a customer experience that is unmatched.

Our 5 core values stand firmly at the center of all we do, and we use them as a basis for decision-making every day:

- Integrity
- Unity
- Optimism
- Security
- Accountability

Our goal is to maintain an environment where the human side of what we do doesn't get lost within the technology.

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Ready to learn more?

Visit [www.youroneit.com](http://www.youroneit.com)  
or send us an email at  
[sales@youroneit.com](mailto:sales@youroneit.com) and we'll get back to  
you within 2 business hours

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