

MODERN MSP SERIES

THE DEFINITIVE GUIDE TO MODERN MANAGED IT

AN OVERVIEW OF WHAT YOU JUST GOT YOURSELF INTO AND WHY YOU SHOULD BE HAPPY ABOUT IT.

This eBook is about the challenges companies face as a result of living in the modern world and, more importantly, what they and their MSP partners can do about it. The terms modern workplace, modern management, and digital transformation are rapidly approaching the point of being dismissed as mere catchwords. Yet they are essential for MSPs to get right for their customers. Despite this, an exhaustive online search will reveal little more than a dizzying array of alternative and ambiguous definitions for these key concepts. This eBook is an attempt to set the record straight. You will learn what these terms mean, why they are relevant, and what an MSP needs to do right to deliver on them. Finally, we open the hood on how an MSP works, in a way few others will. We teach you everything you need to know to pick the right MSP, once and for all.



P.3 Statement of your Problem and the Dual-Mandate for MSPs

Customers need MSPs to modernize traditional IT, workplaces, and management practices in order to enable digital transformation.



P.5 What is Digital Transformation?

Digital transformation refers to the need for businesses to sell products and services made for the digital age, in a digital way.



P.6 Mandate #1a. Modern Workplace

Your MSP helps you build a cloud-powered, zero-trust IT (modern workplace) that enables you to work where and how you want.

P.7 Mandate #1b. Modern Management

Your MSP manages this new modern workplace with simplified tooling that reduces problems, enhances security, and automates service delivery (modern management).

P.8 Mandate #2. Enable Digital Transformation

You and your MSP can now unleash your joint industrial capacity to bring your processes, culture, products, and service delivery into the modern era.

P.12 Buying MSP Services Guide: What You Need to Know

Everyone has a different level of IT reliance. There are high-tech and low-tech buyers of MSP services and high-tech and low-tech MSPs. Align accordingly.

STATEMENT OF THE PROBLEM AND THE DUAL MANDATE FOR MANAGED SERVICES PROVIDERS (MSPs).

The problem.

“The rapid adoption of technology is driving a rate of change that is disrupting business models, cultures, and economies across the world at a level never seen before.”¹ As such, requirements for MSPs and their customers have never been more substantial.

The MSP’s dual-mandate.

- 1) MSPs need to transition customers’ traditional IT, workplaces, and related mobility and security challenges into modern, cloud-powered, zero-trust IT infrastructures that are always on and always secure, enabling executives to be agnostic to where employees work, when they work, or what device they work on.
- 2) In doing so, MSPs and their customers will have unleashed the joint industrial capacity necessary to digitize, digitalize, and innovate customer business models through meaningful digital transformation.

¹ “The Modern Workplace” Microsoft, Jun 21, 2017. Learn more: <https://www.youtube.com/watch?v=Z9bTeU3VwIw&t=2s>



QUICK PAUSE: WE PROBABLY SHOULDN'T NEED TO HAVE THIS CONVERSATION, BUT JUST IN CASE...

Let's make sure we're all on the same page. The cloud is better in absolute terms in every way for almost all people: cost, scalability, security, performance, mobility – you name it. It's not a question *if* you should be going to the cloud, it's *when* and *how*.

So why do some of us still fear it? Think about it this way:

If we delineate between "cloud" as a commercial service (i.e., Azure, AWS, GCP, etc.) and "cloud" as a concept, it's conceptually clear you are already in the cloud, and have been from the beginning. AOL Mail was and is a cloud service.

If you own servers which are connected to the internet, these devices are discoverable from anywhere. This is what we mean by "the cloud". You simply own this cloud. So, in addition to competing in your own industry,

you are also competing in the datacenter industry. Incidentally, you are your only customer.

"Cloud" as a concept just refers to an ownership model: who is going to pay upfront for all the hardware, rent real estate to house it, power it, cool it, back it up, etc. If your closet is full of servers, then you are in direct competition with Microsoft and you are going to lose.

Sometimes you can't go to the cloud right away. That's okay.

In some cases, these questions are a bit more complex. Some industries don't let you go cloud (i.e., gaming), but in most cases customers just need time to migrate to SaaS line of business applications (not always possible) or better manage their hot data requirements.

FIRST: DIGITAL TRANSFORMATION, AND WHY YOU NEED TO KNOW WHAT IT IS, WHAT IT MEANS, AND HOW TO EXECUTE IT.

“Businesses once had a clear idea of who their top competitors were. They knew who they had to be a step ahead of to be considered a market leader. However, **digital transformation is blurring the lines between and within industries**, making it harder to identify exactly what grounds you are competing on.”²

In the broadest sense possible, the term digital transformation just refers to the need for businesses to reimagine their business processes, infrastructure, culture, products, and customer experience in the context of the digital age.

To get started with digital transformation, you first need to convert information from analog to digital (called digitization) and then use this digital information to make work simpler and more efficient (called digitalization). Most SMBs have done the former but are lagging in the latter because they have outdated IT tools, IT management practices, and work cultures.

Moreover, once sufficiently digitized and digitalized, many firms attempting to undertake a digital

transformation end up just soldiering on with their losing, industrial-era business models, while only dabbling in digital innovation on the side. The common result: a loss of energy that prevents the firm from ever tapping into true digital innovation. To harness digital transformation, you and your MSP need a digital business strategy that solves for facts such as (not an exhaustive list):

- Businesses need a highly capable, motivated, and integrated workplace, one that recognizes that generational preferences are diverse and are transforming team dynamics and culture; workplace culture needs to be flexible and mobile, and its IT must liberate, not restrict, employees; digital transformation starts with transforming how you work; so, ultimately, **work must become a thing to do, not a place to go**
- **Customer trust is synonymous with business profitability, however, today is a time of unprecedented external threat**; your calling is not productivity at the expense of security, but both productivity *and* security; to complicate matters, your clients aren't just demanding a reinvented customer experience, they are demanding entirely redesigned products and services, ones designed for the contemporary world
- Doing business in the modern world means being able to move accurately and rapidly by way of data-informed decisions; you need to be able to act on information and new market requirements in a relevant time series; today's executives, however, are overwhelmed by data; **in short, information is abundant, but insight is scarce**; part of your task is to harness insights hidden in your data, and this starts with your MSP

²“How Microsoft’s Digital Transformation Created a Trillion Dollar Gain” Forbes, Jun 20, 2021. Learn more: bit.ly/39iY1On | “What is Digital Transformation?” Salesforce, sforce.co/301a6xv

DUAL-MANDATE REQUIREMENT #1A OF THE TWO-PART DIGITAL TRANSFORMATION ENABLEMENT RECIPE: MODERN WORKPLACE.

Modern workplace is a technical term that refers to an operational setup which has been professionally designed to meet both the physical and virtual needs of your business and its employees in the modern world, one in which more of us are working remotely and people are working more flexible hours. (It's requisite to digital transformation.)

Traditional IT and legacy IT management practices are experiencing unprecedented challenges in doing just this.

When we talk about modern workplace, we aren't talking about how the world should be, but how it already is. All of us are already dealing with the facts that:

- Users are working from more than one device at all hours of the day
- Users are working outside our four walls and the traditional perimeter defense
- Users are working on enterprise-issued and Bring-Your-Own devices (BYOD)
- Users are working on cross platform products (i.e., SaaS applications) and from multiple operating systems (i.e., Android, iOS, iPad OS, Linux)
- Legacy technologies like Remote Desktop, VPN, and self-hosted server-based apps are inefficient and are incompatible with modern work practices
- Remote devices cannot reliably receive management and Updates over VPN, making them effectively unmanaged; this makes it difficult to manage, secure, and revoke access to your data
- In the face of this, IT management has, out of necessity, become high touch, manual, and inherently reactive (think: expensive in time, dollars, hassle, etc.)

DUAL-MANDATE REQUIREMENT #1B OF THE TWO-PART DIGITAL TRANSFORMATION ENABLEMENT RECIPE: MODERN MANAGEMENT.

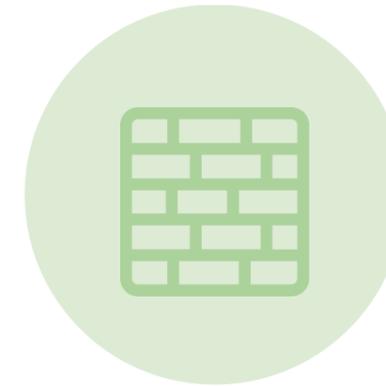
Modern management is another technical term referring to a set of tools and strategies for a cloud-first, mobile-first world that solve problems arising from a modern workplace in a consistent, unified, secure, and maximally efficient way. **Its goal is to create IT that is loved by users, loved by IT, and trusted by all.** Just like you, traditional MSPs cannot keep up with the pace of change. If their management practices and tooling, and those of its customers, do not evolve, they will die. At a minimum, MSPs need to help customers:



Implement a zero-trust, intelligent security model while satisfying compliance requirements



Simplify the management of company identities, devices, and data in a unified way, thereby solving remote work and remote security challenges



Automate the provisioning and deployment of devices, patches, Updates, and applications

THIS IS WHAT MICROSOFT 365 WAS BUILT TO DO. IF YOU USE M365 ONLY FOR EMAIL, YOU SHOULD HAVE JUST BOUGHT ANOTHER EMAIL SERVER.

A modern MSP solves problems stemming from traditional IT and traditional workplaces by helping you build a modern workplace and managing it with the principles of modern management. There's obviously a lot to unpack here, and more than this eBook endeavors to elaborate. (That's where your MSP comes in.)

Just know that if you are on Office 365 or Microsoft 365, you already own all the tooling you need to solve these problems. You have already made most of the investment; now it's time to finish the job. In short order, you can begin enjoying benefits including:

- No more servers, VPNs, virtual desktops, or remote access software like LogMeIn (*qualifications apply*)
- Deploy a cloud image that automatically installs your applications, file shares, printers, wi-fi, security and compliance policies, enables desktop backup, logs you into Outlook and Office Apps, and which performs Mobile Device Management regardless where in the world the device is
- Manage all the devices you and your employees own, including all the data on

them, and who is using them

- Provide employees with self-service options and greater IT support on systems that go down less frequently and affect smaller sets of users when they do

Imagine this.

You have a dock and dual monitors at work and a dock and dual monitors at home. If you don't have your work device, you can do all your work from a personal phone, tablet, or laptop. If you need a new laptop, your MSP ships a new one to your front porch – they don't even have to touch it first.

You unbox it, sign in with M365 username and password, and it sets itself up by installing all your apps and restoring all your files. Everything is just as it was on your old device, and you are ready to work in under 15 minutes. **Also, properly understood, this setup costs a lot less than your current server setup.**

DUAL MANDATE REQUIREMENT #2: ENABLE DIGITAL TRANSFORMATION.

IT has grown up. Your MSP must, too.

The world changed and you changed with it. The world went mobile, and cloud, and BYOD—and so did you. But did your IT management change with it? You were also under the impression that there was something of a deal on the table: invest in the cloud and reduce complexity and IT costs.

But has your IT been any simpler or less expensive?

Twenty years ago, if you even had a server, when it went down, typically it wasn't a huge problem. If your IT person or company rolled out the next day, people were happy. This is what we mean when we refer to "reactive IT".

In the last ten to fifteen years, for most of us, IT became far more essential to the business and its overall health. We required our MSP to prevent downtime, because our core business processes became entangled with IT. This is what we mean by "proactive IT".

Today, however, it is no longer sufficient to deliver proactive IT in the context of exceptional customer experiences; modern MSPs need to be delivering strategic insights and digital transformation. We might call this third model "strategic IT".

THE MODERN MSP DELIVERS A DIGITAL BUSINESS STRATEGY SPANNING VISION, CULTURE, AND YOUR UNIQUE POTENTIAL.

Today's executives are not faced with an insufficiency of information. In fact, data is abundant. Today's executives are faced with an insufficiency of insight.

In addition to supporting hardware and software, preventing common issues, and automating time consuming tasks and processes – in other words, dealing with traditional IT – the market now expects MSPs to:

- Modernize customer applications and tooling to enhance employee productivity and satisfaction, collaboration, insight, and trust
- Make work frictionless across geographies and platforms, all while maintaining the security and integrity of systems and data; an in-office experience, in and out of the office
- Understand not just the capabilities of tech tools on the market, but a customer's actual business needs, and how to implement tools to create definite business outcomes
- Help customers adopt a "we are a software company" philosophy that embraces AI, low-code, IoT, and edge to execute business process automation in weeks not years

We may acquiesce in memories of a simpler time, a time when customers all owned their own datacenters and we, as IT professionals, simply managed it.

Those days are long gone. Today's MSP needs to deliver insights into how to execute strategies that help customers transform their processes, culture, and products, now. This is a process led by an IT Roadmap (strategic plan) which is budget-informed, purpose-built, and validated in Quarterly Business Reviews.

³ "The Modern Workplace" Microsoft, Jun 21, 2017. Learn more: <https://www.youtube.com/watch?v=Z9bTeU3VwIw&t=2s>

QUICK PAUSE: IT'S NOT JUST YOU THAT NEEDS TO MODERNIZE AROUND THE CLOUD IN ORDER TO GET THE RESULTS YOU WANT.

Your MSP needs it, too.

Earlier we referred to MSPs and their customers needing to unleash the *joint* industrial capacity necessary for MSPs to help customers digitize and digitalize their business models. Let's take a closer look at this statement. What we mean is that once you and your MSP stop working on time-wasting activities, you both can reallocate that time towards something better.

The truth is, if you maintain a bad tech stack, no matter how good your MSP is, they will be spending their time fixing problems stemming from traditional IT instead of strategically planning your business.

You need purpose-built IT, where each of your investments serves a specific function and drives leverage into the business. When your business is dealing with work stoppages, so is your MSP. No one can realistically expect their MSP to constantly be in two places at once (i.e., in your server closet and in the boardroom with executives).

The future of your IT will unavoidably indulge in technologies like AI, IoT, and low-code software and automation, but you can't get there with on-premise hosted legacy applications and home-grown email servers. A certain minimum baseline of great IT is required before your MSP can start working on, not in, your business.

SOME THINGS YOU NEED TO KNOW ABOUT MSPs AND THE INDUSTRY TO BE AN INFORMED BUYER.

We are far from touching on all the challenges modern MSPs and their customers are facing. What is clear is that a few key trends have emerged which have sharply separated old school IT from modern IT and, likewise, old school MSPs from modern MSPs. You have learned about some of this in the preceding remarks.

Aside from understanding that your MSP is obligated to be at least as knowledgeable as you are on the trends in IT and workplaces, even if the entirety of your knowledge comes from this eBook, what can help you in the selection process between a few smart MSPs who are talking the talk? Let's start with a few things that are good to know.

First, the truth is we all use pretty much the same tools and go to the

same industry events, but some of us do a better job at this.

Second, all MSPs will tell you that they are the best, fastest, smartest, friendliest, and most handsome. Accellis will tell you this too, but these are lagging indicators. You will find out, only it'll be too late. What you need are true, leading indicators. More on this in a second.

Finally, any old MSP, father-and-son duo, or trunk slammer can help you spend less money; we'll start by throwing your PCs out the window. And we can help you spend more money, it's so easy! We have so much stuff we can sell you. What you need is someone to help you wade through all the potential choices and determine what level of IT spend and where is optimal for you. **That's what is hard.**

BUT FIRST, A WORD ON OUR FAITHFUL CUSTOMERS.

You have a role in this, too.

Everyone needs to be sober both about what can realistically be accomplished with a given IT investment strategy, and what kind of company they want to be. This isn't a moral question; it's technical. No one can act surprised if they underinvest in IT and then end-users suffer from above-average work stoppages.

MSPs cannot go it alone. You are an integral part of the success of this partnership. Customers like you need to bravely look in the mirror and ask yourself tough questions. Here are a few things to think about:

- Some customers have a champagne taste, beer budget problem; but outstanding IT management requires outstanding IT infrastructure
- Some customers think IT isn't all that important to their business when it really is. In rare cases, some believe IT is super important to their business when it's not
- Some customers are satisfied with low-end IT and low-end results when they could and probably should be doing much more; that's their prerogative
- Some customers suffer from a lack of consensus at the organization on the

importance of IT; as a result, half-measures, indecision, and lack of agility kill results

- Some customers get that they need better results from their IT and their MSP, but they just can't afford the investment right now; that's totally your call, but just be realistic with your expectations and the partnership will still flourish

A high-tech, modern MSP (dare I say, one like Accellis) is looking for customers that can answer in the affirmative and with broad stakeholder consensus:

- Technology is vital to our ability to succeed
- We are downtime sensitive
- Security and cloud are important to us
- We are committed to having great IT tools

Again, this is not a moral question. In your MSP selection process, you should have answers to most of these questions before you start looking. The MSPs you talk with can help fill in the gaps in your knowledge, but they can't choose for you.

AND SECOND, A WORD ON YOUR FAITHFUL MSP.

This is a shared-resource model.

Not every MSP really understands the extent to which their business is a shared-resource model, no different than a virtual desktop farm where use or abuse of the resources by one user affects the whole community of users.

Customers looking to attain high-end IT results need to look for specialized and strategic MSPs who recognize that every dollar of new revenue is not good revenue. Their new customers need to already mostly share a common vision with them.

Customers with downtime tolerance, diminished IT reliance, and smaller technology budgets should align with more traditional, low-cost, industry-agnostic, take-them-as-they come MSPs. Likewise, high-tech companies with larger budgets and more sophisticated needs require high-tech MSPs that are choosy about who they bring on.

Modern, high-tech MSPs recognize that if they bring on low-tech customers, the impact to support demand and overall distraction will result in good customer and good employee churn. And believe it or not, it's the good employee churn which is far more disruptive. These MSPs must move away from a business model where they try to "convert" low-tech companies into high-tech companies.

Likewise, low-tech MSPs should strongly consider the effects of bringing on new customers who are highly technically reliant because these customers will be making demands of the MSP it will have a hard time meeting, and this can result in the disintegration of close-knit relationships they have with their few but loyal customers.

More than ever, fit is determining new MSP/client partnership outcomes before they begin.

Fit explains why some IT operations seem to be no good, why some start good and end bad, why some customers have churned through five MSPs in the last decade, and why some MSPs can't keep good employees.

Hereafter, we'll refer to customers with significant IT requirements as "high-tech" and those with minimal IT requirements as "low-tech", and we'll try to help buyers of MSP services line up with correspondingly high and low-tech MSPs that are better suited to them.

SELECTION CRITERIA FOR YOUR NEW MSP.

1. Focus

High-tech customers should be working with MSPs who specialize in Managed IT. It should be their core business and represent most of their revenue. Low-tech customers can get adequate results out of phones-first, printers-first, web hosting-first IT providers. Simply put, superbly executed IT management is not a past time or a hobby. It's a fulltime job.

2. Size

As a high-tech customer, it's easy enough to rule out unduly small MSPs. They do not have the staff, education, training, tools, and overall level of investment necessary to generate the IT outcomes you are looking for. If they have a star-engineer, he is not adequately scalable.

Low-tech customers may be able to benefit from small MSPs, trunk-slamers, or father-and-son duos on account of the relationship and smaller client base. These providers are also budget providers much closer to \$85/hour than the \$200+/hour charged by leading cloud and security experts.

3. Capabilities

Make sure the MSP you select has relevant lines of service, certifications, and strategic vision. It does you no good if they focus on Mac and Google Workspace if you are a Windows and Microsoft 365 shop. They need to be able to sell you the things you need.

4. Certifications

It's one thing to say you are knowledgeable in a particular field; it's another thing entirely when an expert in the field says it about you. Industry certifications will help you understand before you buy if the MSP you are dealing with really has the skills, as measured independently by recognized standards.

5. Account Management

High-tech customers need high touch. There is no way around it. If you are highly reliant on your IT tools, make sure your MSP is delivering a strategic account manager with both technical and business acumen. This leader is responsible for working with other teams within the MSP to deliver your digital business strategy, often called an IT Roadmap.

SELECTION CRITERIA FOR YOUR NEW MSP.

5. Partners & Stack

Part of your investment in an MSP is their network of relationships. They cannot and should not do everything. So-called high-tech MSPs that specialize in Managed IT but also offer everything else under the sun, from marketing and SEO to printers and phones, probably do not have the capacity to be truly great at Managed IT.

These providers are as Michael Jordan is to baseball whereas, if they really focused on their core MSP business, they would be as Michael Jordan is to basketball. Great MSPs have a team of Michael Jordan's in the various non-MSP industries: ISP, phones, print, web, marketing, line of business applications, etc.

The key advantage of using your MSP's partner network is the deep integration between them and their partners. Put simply, your MSP can call their partners in the middle of the night, and someone will answer. Try that when you go directly with AT&T.

When you do sign with an MSP, give extra weight to their recommendations of a particular partner or preferred hardware/software vendor (re: tech stack). Imagine you have 200 satellite offices all on different switches, firewalls, backup solutions, etc.; it's not scalable to manage. This is, in part, why your MSP recommends only a few choices.

6. Security & Cloud

Today, IT management, security, and cloud are practically synonymous. An MSP cannot really claim to be great at IT management if they aren't also great at security and cloud. These fields can no longer be sufficiently delimited. Your vendor needs to be conversant and certified in these fields if they claim to be a high-tech, modern MSP.

7. Analytics

In the good old days, customers were happy to get a monthly patching report, maybe a software inventory, and a history of tickets on a monthly basis dumped into Excel. Today, high-tech customers demand dashboards with drilldown data delivering insights into all aspects of their IT management and work stoppages.

Real-time analytics need to tell you average response and resolution, ticket trends such as tickets opened per time series and by who, provide visibility into open tickets, tally total engineer time on tickets of a particular type, and outline what systems generate the most work stoppages and who those outages affect. With this information, your MSP generates insights which guide you into the right IT investments.

SELECTION CRITERIA FOR YOUR NEW MSP.

8. Co-management

If you are a larger, high-tech customer (i.e., 60+ users) then your MSP needs to be superb at co-management, which is the practice of sharing some responsibilities with an internal IT resource at your firm, whether they are on your payroll or the MSP's.

This means your MSP must be able to extend direct access of all its critical tools to your resource: Professional Services Automation (PSA), Remote Monitoring & Management (RMM), Remote Access, and Configuration Management Database (CMDB).

Put simply, your internal (and usually onsite) resource needs to be working from the same ticketing and documentation system, with the ability to securely login to any device to provide support using the same system as your partner. Tickets should be able to be smoothly passed between internal and external IT. And your resource should be able to track his or her time, including for projects, if you want them to.

Finally, because you demand state of the art KPIs on both IT operations management and IT infrastructure, your MSP should be able to segment the data to compare internal vs external IT (i.e., response, resolution, tickets closed, etc.).

9. Staff Augmentation

For larger customers, there are many benefits of hiring your own internal IT resource, outsourcing this to your MSP, or doing a combination. Staff Aug means your MSP hires a person just for your account. A modern, strategic MSP needs to be able to provide this critical service. MSPs should be able to hire great new people for you, train them, manage them, cover their PTO and sick time providing a smooth 40 hours/week – all for as much or less (properly understood) than you can do it for yourself.

10. Talent

Your MSP must be hiring expensive resources who are extremely talented, have recognized certifications and skills, and who are picky about who they work for. Internal MSP automation, customer self-service and cloud-adoption, and meaningful MSP capital investments in tools are essential to eliminate the overhead of a team of Level 1 engineers, so that your IT management spend is paying for talent and great managers, and to retain star employees. Put simply, the person you talk to on the Remote Support Desk needs to be as good at their job as you are at yours.

THERE'S AN ALL-NEW DIGITAL ESTATE. KEEP UP... AND CONSIDER ACCELLIS' MANAGED IT SERVICES.

The world changed, and you changed with it. Your IT management needs to keep up. You've got to wrangle devices outside your organization's four walls, outside the traditional perimeter defense, on a variety of operating systems, and which are often owned by end-users and not you. It's the Wild West out there, but we've got it covered if you need some help. Our Managed IT Services solution delivers modern workplace, modern management, and digital transformation as a turnkey service. One flat-fee per user per month, and you have everything you need to deliver on the full promise of cloud IT. *This is your intelligent edge.*



Unlimited Support

Chat, email, phone, or portal-driven end-user support on all your IT, plus optional onsite service whenever and wherever.



Device Management

Secure every device. Every patch. Every port. No matter who owns it, where it lives, or what platform it is on.



Data Management

Data is the new gold. It's time to treat it that way. Secure every byte on every device.

All Your Stuff, All the Time

Hardware, software, on-prem servers, IaaS, PaaS, SaaS, PCs, laptops, smartphones, printers, firewalls, backups, Active Directory, Azure AD... we've got it.

Professional Management

24x7 monitoring, alerting, and reporting, dedicated Technical Account Manager, vCIO, vCISO, IT Roadmap, IT Budget, QBRs, Annual Survey, and analytics dashboard.

Plus, All the Rest *

Hardware/device-as-a-service, vendor management, procurement, free remote access and Dark Web Scanning, advanced EDR/antivirus, and a whole lot more.

* In short, everything you need to build a modern workplace run by modern management principles which enables meaningful digital transformation.

YOU KNEW IT WAS GOING TO BE FREE, DIDN'T YOU?

Contact Accellis now for a **FREE Discovery & Assessment**. A meaningful audit and snapshot of what you've got, everything that's going well, and more importantly everything that's not—spanning security, compliance, manageability, and productivity—together with what you need to do to bridge the gap, how, and when.

Our report outlines your timeline, milestones, risks, and preliminary costs. And it's all delivered personally by our team of Microsoft Gold Partner experts who hold leading Microsoft certifications such as MCSA, MCSE, MCSD, MCAA, MCASAE, MS900, AZ900, and security credentials including OSCP, CEH, and CISSP.

Learn what it's going to take to have digital transformation deliver the full promise of cloud IT for your business, today.

LET'S DO THIS