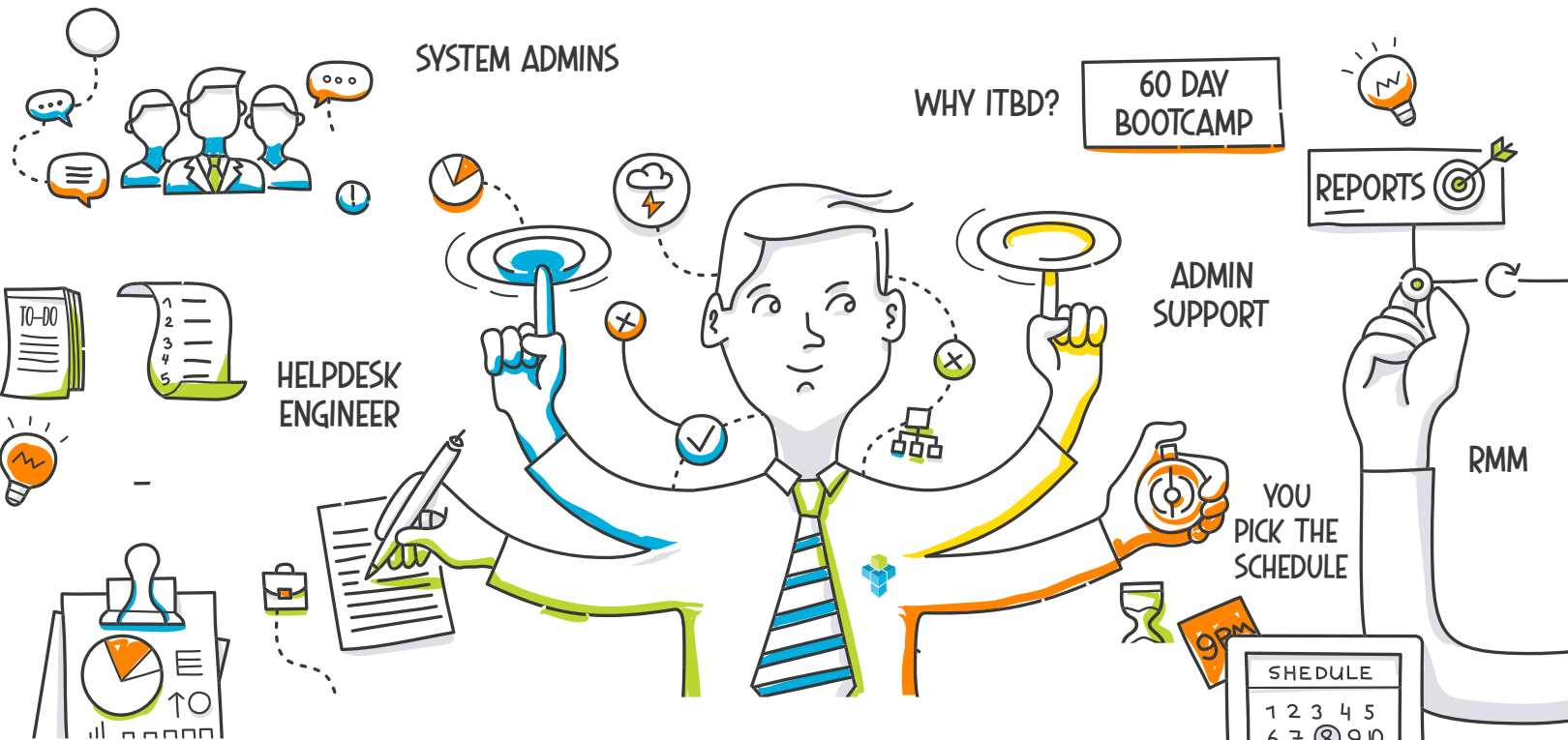


MSP Dedicated Engineers

Solving the Talent Crisis for MSPs

As your talent partner, we find and train your next MSP team member. Our talent is university educated, trained in technology as well as MSP tools and processes during our “MSP Way” boot camp. We deliver the talent you need when you need it—ready to go from Day 1. Flexible agreement terms—1,2 or 3 years—help control payroll costs with reduced rates that help create predictability in your MSP budget.



Helpdesk Engineers

- Desktop operating system maintenance, troubleshooting, and diagnosis
- Desktop connectivity troubleshooting
- Application installation and support
- Printer installation and support
- Client VPN installation and support
- Microsoft Office Suite support
- Desktop anti-malware administration and resolution

Senior Helpdesk Engineers

- Helpdesk Engineers + Active Directory user management and troubleshooting
- Exchange / Office 365 user management and troubleshooting
- Firewall / backup maintenance and troubleshooting



System Administrator

- Windows server support
- Advanced desktop troubleshooting
- Windows Server administration
- Active Directory administration
- Office 365 administration
- Microsoft Exchange 2010 and higher administration
- Backup administration
- LAN/WAN troubleshooting and diagnosis
- Basic private and public cloud administration
- Server and network alert management and remediation
- Anti-malware administration and resolution

Technology Experts (SME)

- Subject matter expert in cloud, networking or security
- General systems administrator
- Knowledge in complex migrations
- Special order only



NEED ADMINISTRATIVE SUPPORT ?

Filling gaps in your operational team with our administrative support reps

Keep your MSP running smoothly while reducing payroll with three administrative staffing options that enhance both customer service and business operations.



Associate Service Coordinator

If your focus is on creating and maintaining strong client relationships, our Associate Service Coordinator will work directly with your clients to determine their unique goals and ensuring needs are met to deliver exceptional customer service.

Services Include:

- Onboard new clients
- Track monthly invoices
- Review tickets
- Support QA and seamless customer communications
- Create marketing campaigns

We'll train them in:

- ConnectWise PSA
- BrightGauge
- HubSpot

Virtual Assistant

CEOs must focus on driving strategy and developing partnerships to grow their business. By coordinating and prioritizing calendars, communications and other logistics, your virtual assistant allows you to focus on business development.

Services Include:

- Email management
- Meeting coordination
- Reports
- Bookkeeping
- Documentation
- Meeting & event logistics
- Data management

We'll train them in:

- ConnectWise Marketing Mgr. and other PSA tools
- HubSpot
- Office management software
- ConnectBooster

Research Assistant

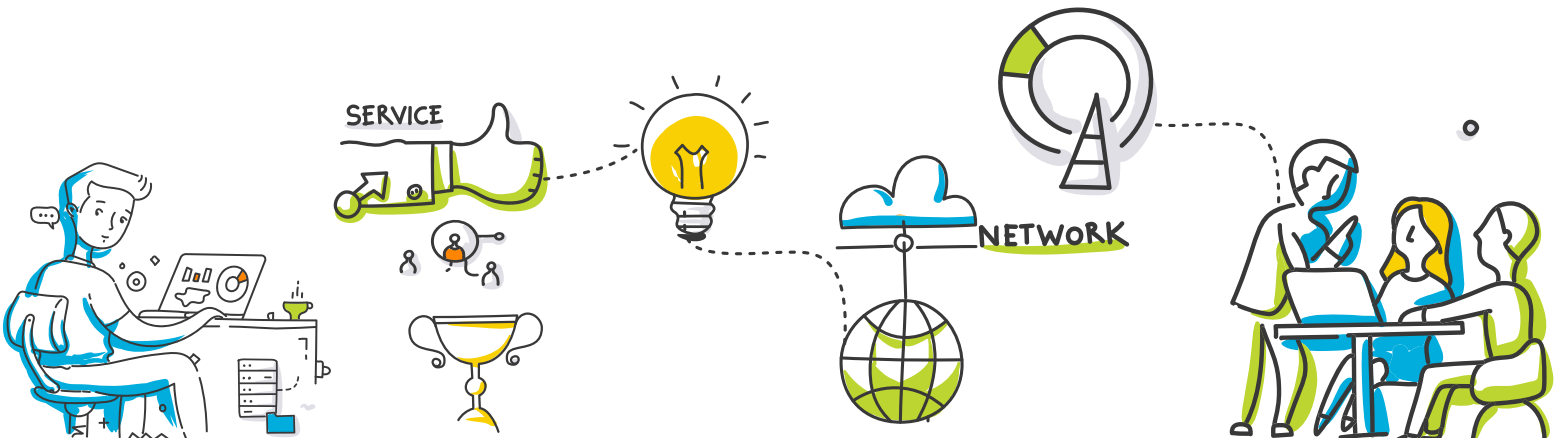
Under the supervision of your research project leaders, our research assistants can accelerate research activities such as new market demographics to support lead gen efforts, competitor insights, organization and analysis of data, and more.

Services Include:

- Market demographic research
- Lead generation analysis
- Competitive landscape research
- Reporting
- Data management

We'll train them in:

- ConnectWise Marketing Mgr. and other PSA tools
- HubSpot
- Zoom Info



24X7 NOC SUPPORT

Day or night, solving your client's issue with urgency is our sole focus.

Three options for NOC support provide the perfect fit for your particular needs, plus our team has a special knack for customer service. We work as an extension of your team, with biweekly service reviews and detailed QBRs. Our NOC was built to support our own MSP business, so we provide detailed reporting, higher than industry standard SLAs and vendor management.



One Stop NOC

We believe MSPs should have a choice when it comes to the tools you use in your MSP. That's why our NOC team has always worked in your preferred tool stack because they are integral to your business. Now, MSPs can leverage ITBD's RMM tool, streamlining management, monitoring and support under our One Stop NOC service.

- Asset Management
- Remote Monitoring
- Application Deployment
- Automated Monitoring and Alerting
- Remote Access/Control
- Issue Auditing
- Maintenance Scheduling
- Patch Management



Watch: Monitoring & P1 Resolution

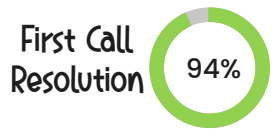
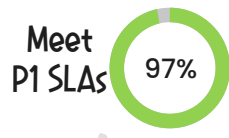
- Full incident remediation
- Vendor management during incident escalation
- 24x7 monitoring of event IDs, resource thresholds, and service availability
- Real-time client and end-customer communication
- Live phone support

Care: Monitoring & Maintenance

- Everything in **Watch**
- + Remote restart of services by NOC
 - Full incident and problem resolution by NOC
 - Patch deployment by NOC
 - Discounted project services
 - Monthly server and device health reporting
 - Monthly network device firmware updates
 - Patch testing, blacklisting and whitelisting

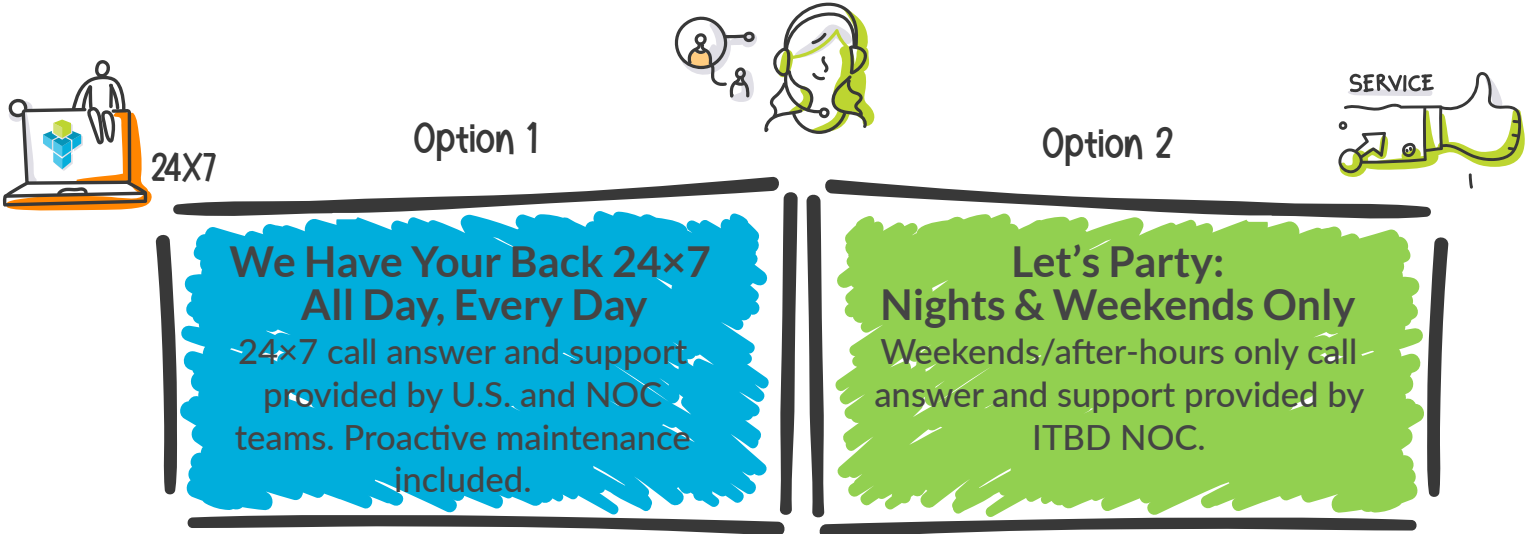
Ignite: Complete Management

- Everything in **Watch**
- + Everything in **Care**
 - + Proactive or on-demand server restart
 - Global policy troubleshooting
 - MS Exchange health check & defragmentation
 - MS Service Pack installation
 - New user configuration
 - Service request ticket handling



HELPDESK SUPPORT

Two levels of gray-labeled helpdesk support keep your clients (and your team) smiling with better than 70% first-call resolution. We can help your days go more smoothly with 24x7 support, or give your team back their nights and weekends with our second option.

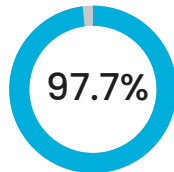


Don't just take our word for how awesome we are. Our CSAT scores from end-user customers average 97%. We are talking BIG smiles on everyone's faces!

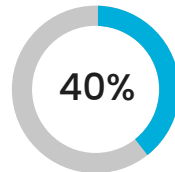
Average Call Answer Time



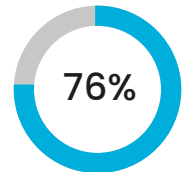
Net CSAT Score



CSAT Response Rate



First Call Resolution



We'll take tasks that can bog down your team and frustrate your customers and turn them into wins for your MSP.

- Performance & preventative maintenance reports
- Grey-labeled initial call answer
- A/V Management
- Windows, Mac and mobile support
- Web-based Management Portal
- Administrative tasks
- Desktop performance management
- Virus/malware removal
- Administrative Scripting Policy Management
- Software installations
- End-client Services Improve Customer Satisfaction

SOC SERVICES

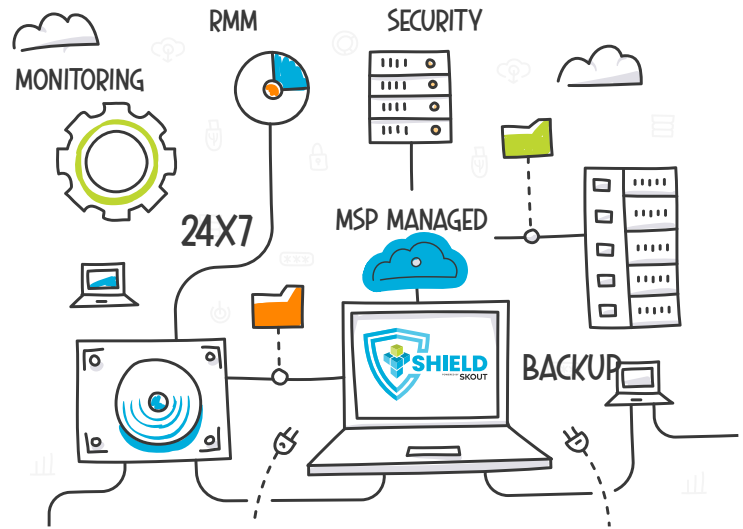


Protect Your Clients 24x7 with Shield

If security alerts, monitoring and remediation are bogging down your service to customers and driving your engineering team around the bend, we can help. With IT By Design Shield, you can choose from standalone SOC monitoring, more robust SOC + NOC service, or bundled SNOC monitoring and remediation for full support. With our simple per site pricing, you'll save your customers some cash and have the opportunity to grow your margins at the same time—all while you sleep better knowing your clients' data is safe and ITBD has your back.

Let's talk if your MSP is:

- Struggling to find engineers with security expertise
- Overwhelmed by remediating security alerts
- Concerned about compliance needs/regulations
- Dedicating expensive talent to manage security "noise"
- Concerned that security is overwhelming
- Losing business because of security costs or scalability



Four levels

SOC Standalone

- 24x7 Security Monitoring ONLY
- No remediation

SNOC Watch

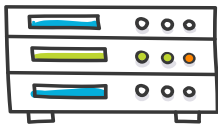
- 24x7 NOC
- SOC Monitoring
- SOC Remediation
- NOC Remediation

SNOC Care

- 24x7 NOC
- SOC Monitoring
- SOC Remediation
- NOC Remediation
- NOC Proactive Maintenance

SNOC Ignite

- 24x7 NOC
- SOC Monitoring
- SOC Remediation
- NOC Remediation
- NOC Proactive Maintenance
- NOC/SOC Service Requests (MACD-Up to 1 hr.)



Don't forget, you can layer RMM Virtual Admin over any of these options—using either your existing RMM tool or our new ITBD RMM option, One Stop NOC.

Start Protecting Your Clients Now, visit www.thebestnoc.com

RMM Virtual Admin

There is no room for error in today's competitive business landscape. You've invested a lot of time and money into your RMM.

How's that working out for you?

If it's not working out so well, our RMM experts—fully versed in Datto, Kaseya, and ConnectWise RMM—will apply best practices, automation and even custom scripting to crank your RMM product up to full capacity while reducing costs and freeing your engineers for more profitable projects.

RMM Virtual Administrator

For a fraction of the cost of a dedicated, in-house engineer, we optimize and maintain your RMM investment

- Create and execute a tailored RMM best practices strategy
- Includes configuration and maintenance of monitoring, scripting, reporting, patch management and more
- Evaluate and then fine-tune alerts and tickets
- On-demand RMM module training for your engineers to support the efficient use of tools
- Options for script development, report design, and migrations

RMM Configuration

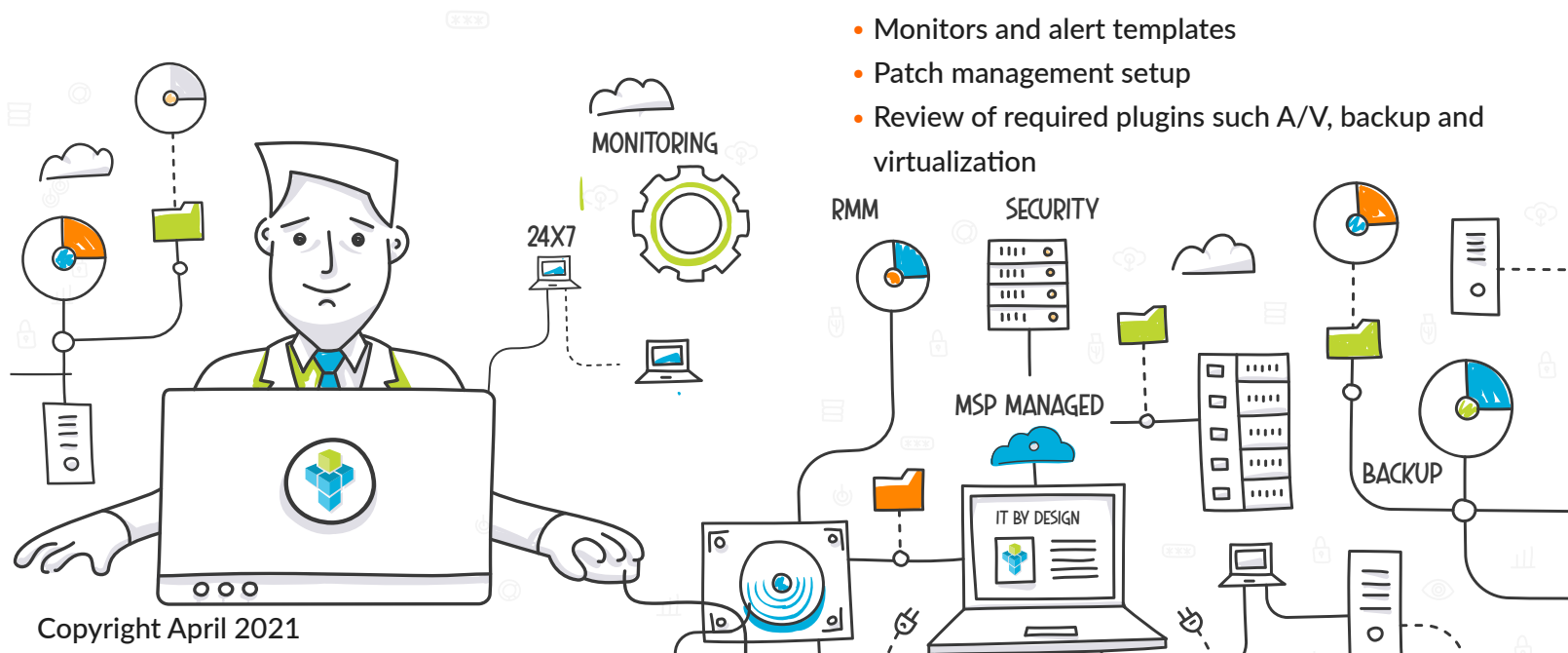
**Just getting started with your RMM tool?
We'll set you up for success**

- Configure monitoring and alerting
- Recommended patching policies
- Configure virtualization manager
- PSA integration

RMM Health Check

**Not sure where you stand with your RMM?
We'll evaluate:**

- Client, contract, and locations set up
- PSA integration including service boards, ticket mapping, and ticket statuses
- Ticket fine-tuning to reduce noise
- Monitors and alert templates
- Patch management setup
- Review of required plugins such as A/V, backup and virtualization



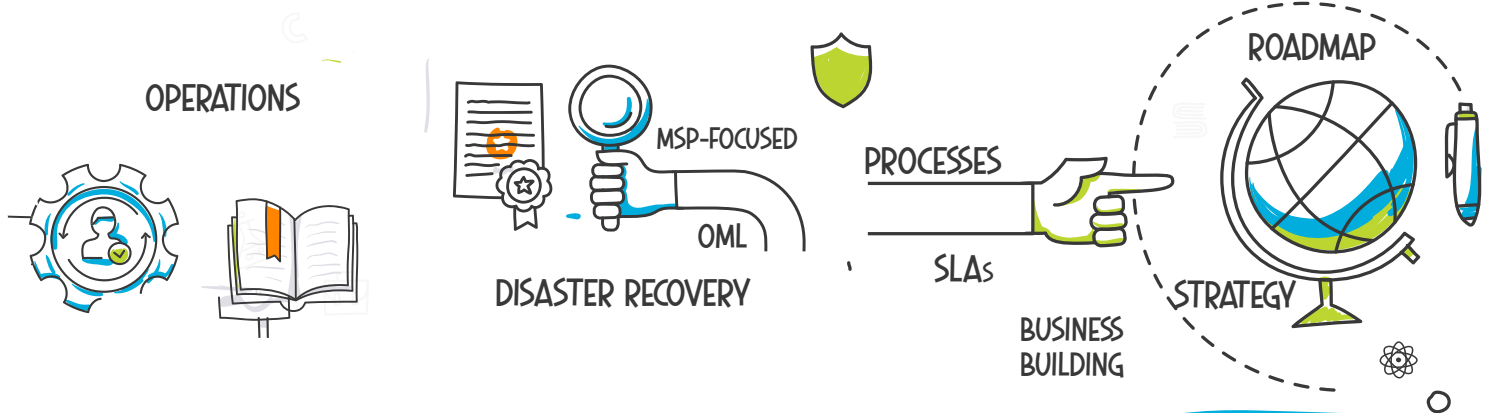
MSP Compass



Transform Your MSP with Virtual CIO

If your MSP is mired in slow-growth mode, struggling to scale or challenged to apply the same levels of tech and operational standardization in-house as you do with your clients—we can help.

To start, our vCIO team gets the lay of the land—assessing your technology and operations status quo. Then we help you design a detailed strategy that optimizes your business resources to better serve your customers. Our MSP Compass service will elevate the operational maturity level (OML) of your MSP, regardless of your current stage of maturity, size, and growth.



Tech Strategy Roadmap

Tactical evaluation of the role of technology in your overall MSP strategy; create a blueprint for how IT drives key business outcomes in the next 3-5 years—for you and your clients.

IT Project Designs, Migrations, and Implementation

Design and implement IT infrastructure upgrades to drive digital transformation.

Disaster Recovery & Business Continuity

Prepare your IT infrastructure and operations to weather an outage; craft, implement and test proven processes and procedures to safeguard mission-critical functions during and after a disaster.

IT Policies & Governance

Put in place best-practice IT policies and governance standards to protect your MSP.

Business Process Optimization

Assessment of current operational tempo, structure, and workflows to improve scalability of clients and engineering resources.

PSA/RMM tool configuration & workflows

Review current PSA and RMM tools for optimal configuration; evaluate efficient usage, security, reporting.

Service Desk Processes

Evaluate processes and documentation of ticket lifecycle, change management and quality assurance.

SLA Management

Full assessment of metrics, processes, response and resolution of SLAs both current and future state

Ready to realize the full potential of your MSP? Let's talk about how MSP Compass can transform your business. sales@itbd.net

PRO SERVICES

Don't pass up the opportunity to drive more value with your MSP clients through incredibly well-executed project work.

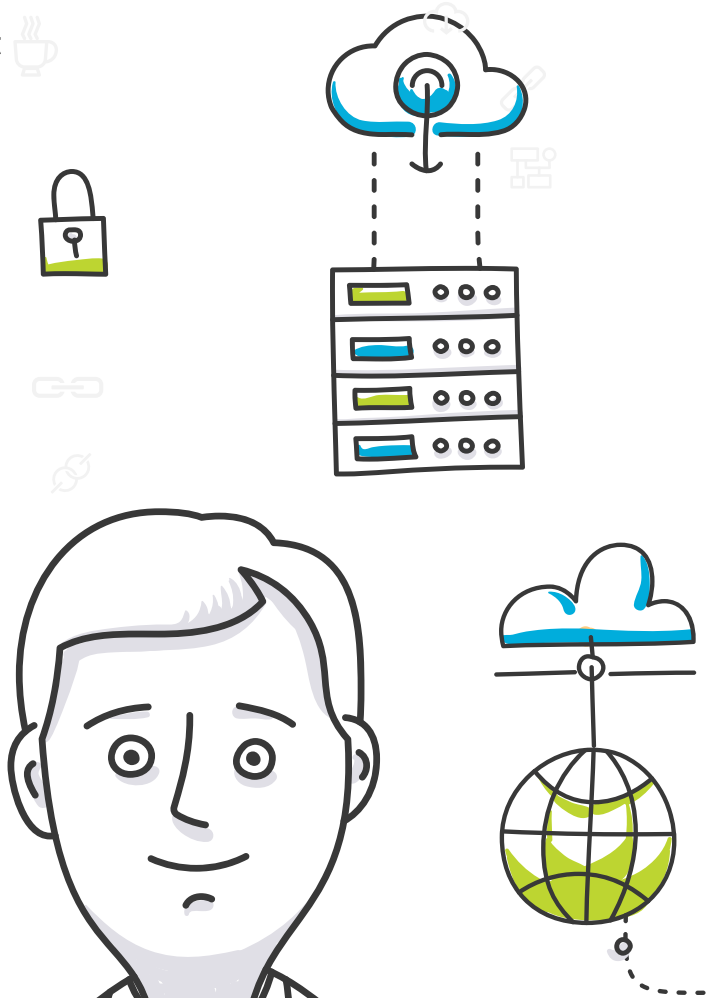
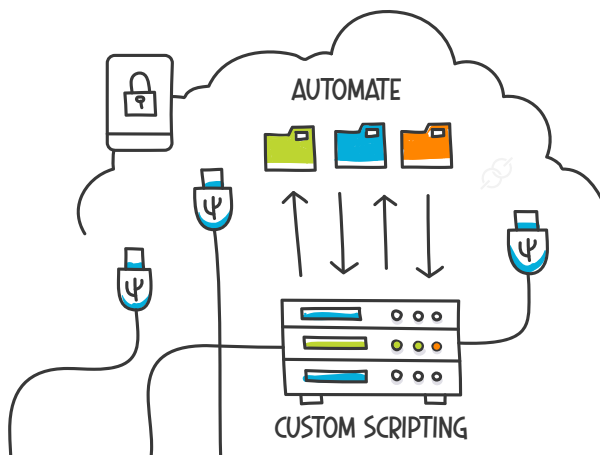
Yes, we're that good.

Use our team to drive on-demand, in-depth services for your customers with white-labeled, comprehensive project implementation.

When it's time to deepen and broaden your partnership with clients, we will help you to showcase the impact of well-planned IT projects such as O365 migration or MFA across your client's environment. Our professional services team doesn't just know the technology, they leverage our experience to define policy and provide the documentation you need to take your MSP value proposition to the next level.

- Cloud, Email, Server Migration
- RMM Configuration
- Virtualization
- Network Refresh
- Network Security Implementation
- Mobile Device Management

**Have a project not listed here?
No problem.
Just give us a call.**



Build IT University

We're bridging the gap between knowledge and MSP success

As economic landscapes continue to evolve, it is those business leaders who challenge themselves—and their peers—to innovate, accelerate, and bring passion to their companies who will succeed. Our online university is a 3-tier, membership-based community focused on MSP business excellence through educational content, shared best practices, and peer-to-peer accountability.

Build IT U offers fresh, relevant, forward-thinking courses, focused on nine essential business topics and delivered by industry experts. Each course aligns with a variety of actionable templates, engaging blogs and podcasts, and other content relevant to today's MSPs.



Why Enroll?

For MSP leaders

- One pane of glass for tried and tested leadership lessons and inspirational peer connections
- Curated content focused on nine essential elements of business success
- Flexible options for learning—from print to audio to online courses
- Networking and peer accountability to challenge your growth and measure your success with a cross-section of the industry

For your MSP practice

- Relevant, actionable educational content focused on current MSP challenges
- Access to co-branded or white-labeled collateral to use with end-user customers for thought leadership
- Best practices from experts and peers with decades of experience

For Sponsors

- Opportunity to build close partnerships with MSP leaders focused on innovation and excellence
- Interact with growth-minded MSP owners
- Share your expertise in templates, infographics, webinars and more, establishing your role as subject matter experts

For Educators

- Opportunity to pay it forward to MSP community
- Showcase your value as an expert in our growing industry
- Exclusive opportunities to participate in Build IT events

Membership Levels

With the flexibility of three membership options, you can enroll in Build IT U at the right level for your stage of learning and time availability, then take advantage of educational offerings from our nine course tracks. You'll find curated, high-quality, MSP-specific content, with innovative educational offerings each week. Layered through that is the accountability, networking, and experience of being part of a community with your peers and having insightful conversations in subject matter specific online forums.

Intern ★ Free

This starter catalog of free content and educational materials is open to any MSP. Simply register and explore this library for tips and advice from leading MSP educators. Membership includes:

- Recorded webinars
- Select Sponsored E-books
- Select Sponsored Presentations
- Select Sponsored Blogs
- Select Sponsored Infographics

Bachelors ★★ \$19.99/month or \$199 annually

This level of membership is for team members and leaders ready to invest in next-level education to drive significant growth in their MSP. Access includes access to all of the content at the Intern level plus:

- Access to Members-Only Forums
- All Podcasts
- All Cobranded Infographics
- All Build IT event content
- All Cobranded Blogs
- Live webinars
- All Cobranded E-books

Masters ★★★ \$34.99/month or \$349 annually

When you're committed to innovation and cutting-edge thought leadership, this level is the right level for you. In addition to all the value of the Intern and Bachelors levels, you'll have access to:

- 50% discounted admission for Build IT Live
- Access to Members-only Build IT Live pre-day conference
- Monthly Group Call
- Access to Experts for Q&A
- Quarterly 1-to-1 Coaching Calls
- Editable Scorecards
- Editable Templates
- Customizable PPT Presentations / Slides
- All White papers
- Access to Members-Only Forums
- All Build IT event content
- Live webinars
- All Podcasts
- All Blogs (White-labeled)
- All E-books (White-labeled)
- All Infographics (White-labeled)

Are you an IT By Design partner? Email us at community@builditu.net to learn more about your free access to a Build IT U Masters level membership.

We're Taking Peer Groups to the Next Level

Sometimes we all need inspiration, accountability and a shared passion to take the next big step for our MSP business. At Build IT U Communities of Practice, we offer just that accountability and support.

What are Communities of Practice?

- Learning with best-in-class educators in quarterly 2-day sessions
- Adapting our learnings into concrete business deliverables as homework each quarter
- Counseling each other with feedback and information
- Collaborating with each other in activities
- Developing a shared repertoire of resources, and
- Supporting our individual growth and collective practice.

No More “Bosses-only” Memberships

Unlike traditional peer groups, our Communities of Practice are inclusive. We have options for roles across your team: finance, HR, marketing, sales, service, leadership. Something for everyone, because success is built by the team.

What other ways are Communities of Practice Different from Peer Groups?

Communities of Practice	Peer Groups
Focused on shared collective practice and individual success	Focused on individual practice and collective benchmarking
Focused on Collective Growth via Individual Development	Focused on Collective Benchmarking via Individual Presentations
Focused on Community Building	Focused on Networking
Focused on Quarterly 2-day education sessions	Focused on Quarterly benchmarking sessions
Focused on being inclusive – For Leaders and their teams	Focused on being exclusive - For CEOs or Leaders only
Focused on providing Best-in-class educators and facilitators	Focused on providing in-house In-house meeting organization & facilitation
Focused on building Business Deliverables through 'Homework'	Focused on Benchmarking Presentations
Active Engagement is mandatory and required	Passive Engagement is allowed

You don't have to leave your existing Peer Group to join our Communities of Practice

What is the membership cost for Communities of Practice?

Individual Memberships

\$1250 / month with an annual contract

You get 1 CoP membership



Special Introductory Pricing
\$999

Corporate Memberships*

\$4000 / month with an annual contract

You get 5 CoP memberships

You can share these amongst your team or use them all yourself

*If you are part of an existing peer group, and the entire group decides to move over, the entire group will receive the corporate membership rate.