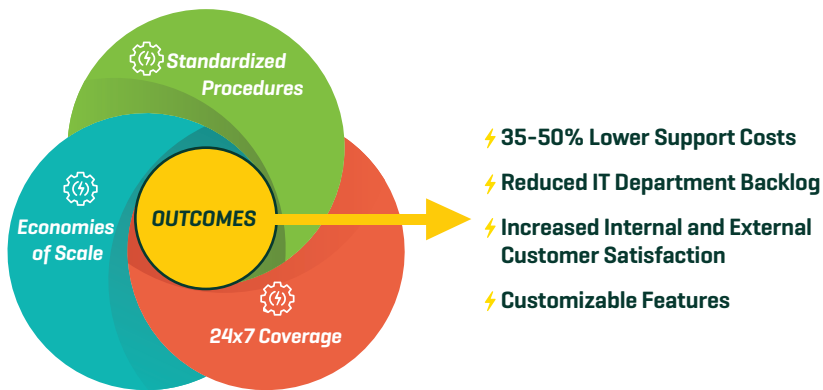


MANAGED SERVICES:

Support tickets... wouldn't your team rather work on something else? Refocus them on more strategic initiatives. Our US-based managed services staff has experience supporting organizations of all sizes and are skilled at handling issues as simple as password resets to more complex network challenges.

Onshore Talent, Meaningful Impact

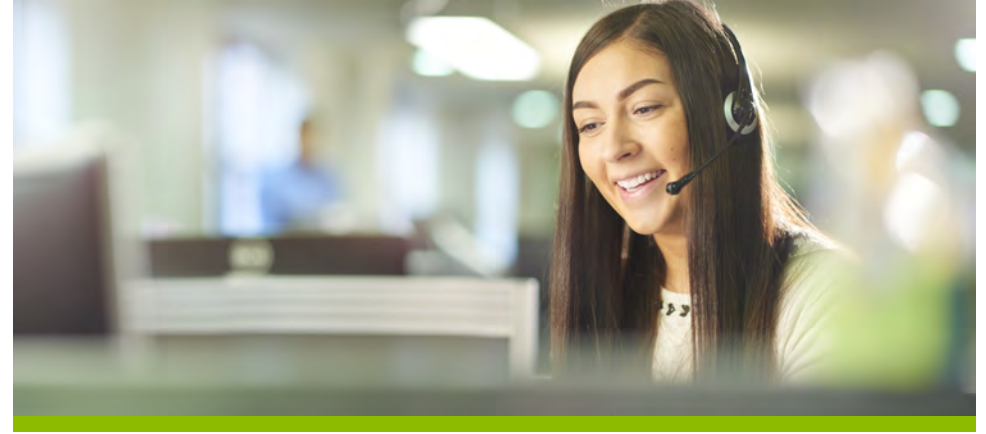
Domain experience in almost every modern enterprise system combined with our effective onboarding process that charts the course for a successful partnership means we **go-live within 60-90 days**. Quick time-to-value makes everyone happy and helps clear the backlog paving the way for more strategic initiatives.



Client Success:

"We didn't want a cookie-cutter vendor. **We needed a flexible partner who could respond and adapt to our needs.** Sparhound has exceeded our expectations every step of the way"

*Erik A., IT Manager/User Support
Noble Energy*



About Us: 20 years in and we still embrace our start-up spirit which makes for an incredible employee culture. It also underscores our desire to see every Sparkie grow professionally with new experiences and technical capabilities. Our mission to "make a meaningful impact" extends beyond our client work *and into our communities*. It's why we give back through the **Sparkhound Foundation**, our non-profit charitable organization that helps us support causes close to our hearts.

Capabilities Include:

- ⚡ Tier 1 and Tier 2 Help Desk
- ⚡ Customer Service Center
- ⚡ Post Go-Live Support
- ⚡ Managed Cloud & Platform
- ⚡ Managed Infrastructure
- ⚡ Managed Collaboration
- ⚡ Natural Disaster Recovery Mobilization

Client Success:

"Our goal was to do more with less and they definitely achieved that for us. **They understand what makes healthcare tick.**"

*Martin P., AVP of IT Operations
LCMC Health*

Industry Experience:

