

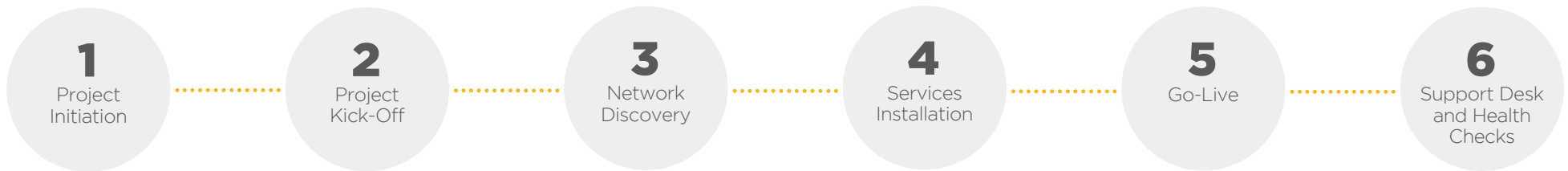


MANAGED IT IMPLEMENTATION OVERVIEW







DATA NETWORKS:

Standard onboarding timeline is 30-45 days if baseline criteria is met prior to onboarding; less than 100 users, single site, existing active directory and no data projects. Onboarding timelines will vary based on environment complexity.

IMPLEMENTATION MILESTONES:



COMMUNICATION MILESTONES:

 <p>Initiate Contact Phone Call</p> <p>A Client Integration Services portfolio analyst will process your project and assign an integration coordinator who will manage the project onboarding. Your dedicated integration coordinator will assign technical resources. Then, your Marco team will meet with you for a kick-off discussion of your project.</p>	 <p>Agent Provision and Deployment Phone - Email</p> <p>Your integration coordinator will involve necessary resources, such as systems engineers and certified technicians, to implement remote management and monitoring tools for your organization.</p>	 <p>Discovery Phone - On-site</p> <p>During this phase, your Marco team will gather data from your organization through remote and on-site network discovery. Once the discovery is reviewed, your Marco team will offer recommendations for your organization and ask for your acceptance of the findings.</p>	 <p>Add Services Phone Call</p> <p>Systems engineers, certified technicians, and network specialists will install web content filtering, set up security awareness, and will install antivirus, email filtering and other services as part of your contract.</p>	 <p>Welcome Call and Go-Live Phone - Email</p> <p>Marco will conduct a call about your new Managed Services system. You will review details about Marco's Support Desk. Your services will be fully operational at the "go-live" stage. Network specialists may be on-site if cutover is necessary. Full Marco Support Desk services will begin, as well as billing.</p>	 <p>Cleanup and Closing Phone - On-site</p> <p>Your integration coordinator will schedule recurring network admin reviews, where Marco will ensure overall network health and offer recommendations for improvement. The project will close, and you will be charged the implementation fee. Marco's Support Desk will be available to you throughout your contract.</p>
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