



# Managed IT Services

## End User Support & Assistance

### IT Support shouldn't be hard work for you

Vicinity offers a comprehensive end user support solution for organizations looking to provide world class support to their employees and contractors, while maintaining the security of their IT systems and assets.

#### Flexible support options to meet your needs:

- Per device or per named user subscription service
- Live support via telephone, email and web chat
- Live remote assistance of your endpoint devices
- Proactive security patching, maintenance and monitoring for your endpoints
- Meet with your business partner quarterly to help plan lifecycle of devices, evaluate technology updates and plan to get ahead of the technology adoption curve



### Resolve technology issues more quickly

Vicinity's world class Help Desk and support team provide your organization access to qualified support technicians on your first call. You don't have to wait for a call back, or to "put in a ticket" to receive the tech assistance you are looking for right away. Our team are available by phone, email and instant web chat when you need them.

### We work in parallel with in house IT

Our service and solution is well suited for organizations with already existing in house IT support personnel. Your team will receive access to our support tools and knowledge base, while collaborating on support issue escalations that require specialized in-house knowledge.

#### AN EXPERT PARTNER DELIVERS VALUE



EXPERTISE IN TECHNOLOGY



REDUCE CYBERSECURITY RISK



EFFICIENT TECHNOLOGY USE



A BETTER OVERALL EXPERIENCE

# Support Differentiators

## Flexibility & Depth

- Mix and match between service levels for different endpoint device groups
- Cover all devices or only specific devices as needed
- Multiple support centers (New Jersey, Texas)
- Certified remote support technicians including CompTIA A+, CompTIA Network+, CompTIA Security+, HDI Support Center Analyst, ITIL Foundation, Apple Certified Associate, Microsoft Certified Solutions Associate

## Service Level “Worst Case” Minimums

Speed of Answer (Phone)	Speed of Reponse (Email)	First Call Resolution	Support Resolution Time
70% of calls answered in less than 1 minute	12 hours or less	75% resolved without escalation	Target 25 minutes maximum

Holiday coverage (reduced staffing, all services still available) on 8 federal holidays per year.

## Tailored Security Rules

- Flexible and granular controls over security sensitive requests (password reset, access control, new account creation, account termination.)
- Optional escalation to in-house IT experts according to schedule and escalation plan

## Technology stack

- Fully managed and provided remote management & monitoring (RMM) solution with associated agent for Windows and MacOS.
- Configurable rules for maintenance windows to support business hours or 24/7 operations

## Why Choose Vicinity as your IT Partner?

At Vicinity, we understand that technology issues don't wait. Our team is committed to delivering fast, reliable support whenever you need it—ensuring your business stays up and running without disruption.

As your local IT partner, we don't just provide support; we build lasting relationships. Our team is part of your community, ensuring you always have an expert nearby who understands your needs and goals.

# Technical Support

## Included on all platforms

- Help Desk service available via telephone, email and live web chat
- Immediate remote support for endpoint devices and end user technical assistance
- Support for Windows and MacOS endpoint devices
- Web portal access for end users
- Learning management system (LMS) with included cybersecurity training course
- Endpoint operating system patching and maintenance
- 3rd party application patching for supported applications

## Scalable Offerings

Starter	Standard
Per Device Billing	Per Named User Billing
<ul style="list-style-type: none"><li>• Easy to deploy IT support for your organization</li></ul>	<p>Includes Starter features and adds:</p> <ul style="list-style-type: none"><li>• Support for up to 3 endpoint devices per named user</li><li>• Guaranteed US Based Support</li><li>• Included premium XDR solution with SentinelOne Complete</li><li>• Included Microsoft 365 Business Premium subscription</li><li>• Included SaaS data backup protection for services such as Microsoft 365, SharePoint and OneDrive</li></ul>

## Additional Options for All Packages

- Upgrade to 24x7x365 Help Desk service
- Upgrade to provide 24x7x365 Security Operations Center (SOC) monitoring with full managed detection and response (MDR)
- Cloud based VoIP calling solution with Microsoft Teams (including local area code numbers)