E-N Computers

# Managed Services Client Manual

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Change Log

| Date | Name | Changes |
|---|---|---|
| 05/2021 | BC | Initial Version, Proofed by Ian |
| 03/2024 | TK | Changes to Account Managment Descriptions |

## Table of Contents

# Introduction

Welcome to E-N Computers! Our mission is to help organizations like yours to make strategic use of technology to advance their business goals. This manual outlines the **tools, processes, procedures, and people** that work together to make that mission successful. It explains how our services work with your personnel, your process, and your strategy to make our relationship a success.

## Our Team

During our relationship, you will work with members of our team serving in various roles. While the specific people on our team may vary over time, our organization is structured to give us the flexibility we need to help you with any challenge while giving you a clear point of contact for each part of our relationship.

We explain the specifics of each role in more detail in later sections of this manual, but for now, this is a broad overview of the teams and people working at E-N Computers:

### Account Management Team

Our account management team includes an **account manager**, a **Virtual Chief Information Officer (vCIO)**, and a **Fractional Chief Technology Officer (CTO)**. These roles work together to support your business's day-to-day operations, technology strategy, and overall business strategy through regular meetings, check-ins, and other services.

### Service Team

Our service team includes our **dispatcher**, **onsite technicians**, and other **engineers and technicians** who care for day-to-day support requests, managing our network, and other operations tasks. The service team is led by our **service manager**, who ensures that the team has the time and resources they need to solve your technical problems.

### Projects Team

Our projects team cares for medium- and long-duration planned work including server upgrades, network changes, and new client onboarding. Our **project engineers** and **technicians** are led by a **project manager** who uses industry-standard project management techniques to deliver services on schedule and under budget.

### Support Staff

While you may not interact with them every day, our support staff are critical to the success of our relationship. The **accounting department** manages client billing and accounts receivable. They are available for any questions you have about invoicing, billing, or payments.

The **procurement team** works with our vendors and suppliers to ensure that you get the products and services you need at the right time and at the best price. They assist our account management, service, and projects teams with purchasing, receiving, and inventory.

Finally, the **sales and marketing team** is focused on developing new business through informative, educational content and one-on-one relationships. The team also produces content that helps our existing clients to make well-informed decisions about their technology needs.

## Overview of Managed Services

Under our managed services plans, E-N Computers provides your organization with all the functions of a traditional IT department in a large organization -- including help desk, server and network monitoring, and IT strategy, planning and budgeting – for one fixed per-user or per-endpoint fee. We also help you to manage other vendors, such as your Internet service provider (ISP), giving you a single point of contact for all technology needs.

Managed service is best contrasted with break/fix or on-demand outsourcing. Under that model, you pay a per-hour or retainer fee for services rendered. While this model makes sense for small organizations that require only infrequent IT services, it starts to break down the more your organization depends on technology. Listed below are some of the advantages that our managed services plans offer over other support arrangements used by small and midsize businesses.

### Fully Responsible

Traditionally, your organization would have several vendors that handle different aspects of your technology stack, such as phones, copiers, computers, infrastructure, and software. This means that someone in your organization is responsible for coordinating among those vendors when something needs to be fixed or changed.

However, this often leads to problems and delays when issues crop up near the edges of one vendor's responsibilities. The copier vendor, for example, may be quick to blame the IT vendor for "network issues" causing printing and scanning problems. Without one fully responsible vendor who can coordinate among all those involved, issues like this can drag on for weeks or months without resolution.

With E-N Computers, we take responsibility for all things technology within your organization. This means that we will contact other vendors on your behalf to coordinate troubleshooting, projects, and other changes when necessary. This leads to faster issue resolution and improved technology outcomes across your organization.

Being fully responsible also means that we don't outsource any of the core IT support functions that are covered under your contract. All of our technicians, engineers, managers, and consultants are U.S.-based employees of E-N Computers. This means that our entire team is fully dedicated to your success. On the rare occasion that we need to bring in specialized help, we will take responsibility for managing that relationship for the best possible outcome.

### All-Inclusive

When an IT vendor works on an hourly or retainer fee basis, it can lead to "hour anxiety". You may be hesitant to report issues to the vendor because of the potential costs of a lengthy troubleshooting process. This can lead to small issues growing into larger ones over time and lost productivity as employees search for workarounds rather than turning to experts for help with technology problems.

Your contract with E-N Computers includes unlimited remote support incidents, as well as regular onsite visits and strategic account management meetings. When your employees are free to report issues large and small to our team, it gives us a clear picture of how your technology is functioning and helps you to see what can be improved to help your company.

If an upgrade or project needs to be undertaken outside the scope of routine support, you will receive a detailed quote and scope-of-work, so that you can clearly understand the costs involved.

### Predictable and Responsive

How long does it take to get support? With many IT vendors, this is an open question. At E-N Computers, we have clearly defined service goals based on the issue's severity and impact. Our goal is to acknowledge all service tickets within 12 minutes. Thereafter, the ticket is assigned to a technician or engineer according to its priority. This gives your team clearly defined expectations on when an issue will be resolved.

We also understand that emergencies happen. Thanks to our dispatch process, we will take steps to begin work on emergency issues within 15 minutes, getting you back up and running quickly.

### Assumptions and Minimum Requirements

To provide the level of service our clients expect from us, we have developed certain best practices and minimum requirements that will help your organization to make the best use of technology.

A complete list of requirements can be found in the Managed Service Terms on our website. These requirements are in place to simplify support of your environment. It ensures that we have the tools necessary to support your day-to-day operations, minimize downtime, and mitigate cybersecurity threats. These requirements may change at times to address changes in technology or business; if they do, you will be notified promptly.

If your business doesn't currently meet some of these requirements, our team will help you to plan and budget for upgrades to bring your technology into alignment with these best practices. If you aren't able to implement some of these requirements, it may result in service delays or additional fees.

## Onboarding

Onboarding is the first stage in our relationship. Through onboarding, we prepare to fully support your users, your computers, and your network and train your staff on how to get the most from our relationship.

We will also begin to address any gaps in your IT systems, especially those impacting your business, through our stabilization process. By addressing these needs up front, we can help you to make rapid improvements in the security and stability of your technology environment.

## Timeline

The onboarding process begins as soon as you sign a managed services contract with us. Our team immediately begins planning and scheduling the work so that we can begin supporting you as quickly as possible.

Generally, we can complete the onboarding process **within two to four weeks** after the start of the contract. In some cases, we can complete the process more quickly if necessary, for example, due to the departure of a key IT employee.

## Process

The onboarding process covers the following areas:

- **Discovery and Documentation:** We will conduct a discovery scan of your network to identify the workstations, servers, and other devices connected to it. We collect administrative passwords, vendor support details, and other key information about your business and your systems. This information is securely stored within our documentation system, IT Glue, for use by our technicians.
- **Tool Installation:** We will install our RMM (remote monitoring and management) software, antivirus, and other tools on all servers and workstations. This gives us visibility into your systems and lets us begin collecting metrics and other important information. Our tools also allow us to connect remotely to user workstations for support and troubleshooting.
- **Backups:** We will install a server appliance on your network that will take nightly backups of your servers and data.
- **User and Liaison Training: We will conduct training sessions with your users and our liaison contact at your company to explain how to get support from us, manage our relationship, and other important information.**
- **Stabilization:** We will identify any technical gaps in your systems that can be addressed immediately and make recommendations for changes and improvements.

Onboarding steps for specific services are outlined in later sections of this manual.

## Downtime and Client Responsibilities

Generally, there is no company-wide downtime required during our onboarding process. All software installations and scans take place in the background, without causing user interruption.

At the first onsite visit during onboarding, we will need one of your employees (typically the person who will serve as liaison) to grant us access to your network closet or server room and show us other areas of your office. This information will also be documented for use by other technicians in the future.

We will also need to schedule times for user and liaison training. This will last approximately one hour per session. It is up to you who to invite to these sessions, but many of our clients have found it beneficial for all employees to attend the user training session to help everyone understand the support process clearly. The liaison training should be attended by anyone serving as a technical liaison, as well as senior management or leadership who will be making purchasing and strategic decisions.

### Stabilization

During or following the onboarding process, we will work to address any critical gaps in your technology. These may have been identified by you before you signed the contract, or they may have been discovered during onboarding. This will focus especially on helping you meet the terms specified in the Assumptions and Minimum Requirements.

In any case, our team will help you to identify areas of concern or high impact on your business, and work to address them through upgrades, configuration changes, or other means. Any projects not addressed during stabilization can be added to your strategic roadmap and handled at a future date.

## Working With E-N Computers

In this section, you'll learn about the various teams that you and your users will interact with at E-N Computers. Find out what each team does, how to contact them, and the expectations that you should have when working with them.

### Service Desk

The service desk is your first point of contact for all technical issues and questions that you or your users have. Our streamlined support process will get you the help you need quickly and efficiently.

Most issues can be solved remotely by our service desk technicians. This means that you get support quickly without waiting for an onsite visit. It also lets us handle more client issues more efficiently. By following the procedures in this manual, you'll be able to get the most benefit from our service process.

The service desk is overseen by our **Service Manager.** They are responsible for the day-to-day management of our service team, including service intake, dispatch, escalation, and adherence to procedures and service goals.

#### How to Contact

You or your users can contact the service desk in several ways:

- **Online Service Intake Wizard:** Use the *Questions, Incidents and Problems* section of the Service Wizard to instantly schedule a time to work with a technician on your issue. A video walkthrough of the wizard is available on our web site.
- **System Tray Icon**: Right-click on the E-N Computers icon in the system tray and choose "submit a ticket".
- **Client Portal:** Any user can request access to the ConnectWise Client Portal, where you can submit tickets directly and check the status of open tickets. This is especially helpful for liaisons and managers.
- **Phone:** Call our main service numbers: 540-885-3129 or 866-692-9082
- **Email:** service@encomputers.com

Please note that no contact method has priority over another. All tickets, no matter how they're submitted, will be triaged based on the impact and severity of the issue as outlined below.

For the best service, please **do not** report help desk issues in any of the following ways. While we will make every effort to get your issue into the service queue, using these channels can lead to delays and miscommunications in getting help.

- **Calling or texting an employee directly:** Our service staff may be working on other issues, on vacation, or otherwise not available to give your issue their full attention. By reporting your issue through the service desk, you'll get the fastest service from our available team members.
- **Approaching an onsite technician:** Our onsite day schedule is planned in advance as outlined in the next section. During onsite days, please report issues through the regular channels. If an issue does need to be handled by the onsite technician that day, our dispatcher will make sure it is added to the schedule.
- **Website contact form, live chat, or social media:** Our website contact forms (except the Service Wizard and Support Center contact form), live chat, and social media channels are monitored by our sales and marketing team throughout the day, but not necessarily in real-time. Using a channel that is monitored by our service team will result in much faster service.
- **Customer satisfaction survey:** After a ticket is closed, you may receive a customer satisfaction survey that asks, "How was our service?" Negative ratings are reviewed by your account manager, but not necessarily in real-time. If something else needs to be done for you to consider a ticket completed, please reply to one of the ticketing system emails you received, and the ticket will be reopened for review by our team.

## Ticket Triage & Our Service Goals

Our goal is to acknowledge all tickets within 12 minutes of receipt, no matter how they're submitted. This means that our dispatcher has checked the ticket for accuracy and completeness (that is, a clear description of the problem, complete contact information) and has determined the priority of the ticket.

The ticket is then **triaged**. This means that we determine its priority based on the following factors:

| | **High Urgency** | **Medium Urgency** | **Low Urgency** |
|---|---|---|---|
| **High Impact** | Priority 1 | Priority 2 | Priority 2 |
| **Medium Impact** | Priority 2 | Priority 3 | Priority 3 |
| **Low Impact** | Priority 3 | Priority 3 | Priority 4 |

- **Urgency** refers to the number of people affected by the issue.
  - **High urgency** means that the entire office or company is impacted.
  - **Medium urgency** means that a smaller group of users is affected, such as one department.
  - **Low urgency** means that one user is affected.
- **Impact** refers to the severity of the issue in terms of its impact on business operations.
  - **High impact** means a complete stoppage of work or critical business processes.
  - **Medium impact** means that work is affected but there is a workaround that can be used in the meantime.
  - **Low impact** means that the issue is more of an irritation than a work stoppage.

**Why triage issues?** As a user, it can feel like every issue is high priority. However, thinking about tickets in terms of urgency and impact helps us to deliver good service without sacrificing efficiency. This allows us to get your team the support you need at an affordable cost.

Once the issue is triaged, our service goals (also called "SLAs", or "service level agreement") apply. These are the timeframes in which we strive to handle most tickets.

| Priority | Triage Within | Scheduled Within | Resolved Within | Goal % |
|---|---|---|---|---|
| Priority 1 - Critical | 12 minutes | 30 Minutes | 4 Hours | 90 |
| Priority 2 - High | 12 minutes | 1 Hour | 8 Hours | 80 |
| Priority 3 - Medium | 12 minutes | 2 Hours | 3 Days | 80 |
| Priority 4 - Low Priority | 12 minutes | 4 Hours | 1 Month | 80 |

Note that these timeframes are *goals, not guarantees.* Not every ticket will be able to be resolved within the service goal due to a number of factors. Still, we use these goals to make sure that our service is meeting your expectations.

After being triaged, the ticket enters the dispatch queue to be placed on a technician's schedule. Priority 3 and 4 tickets are generally worked in the order received, while Priority 1 and 2 tickets are assigned ahead of other work.

## Setting Tickets Up for Success

Our team will make every effort to understand, triage, and resolve your issue or request no matter which method you use to contact us or how much detail is provided. However, there are some things you and your users can do that will lead to faster resolutions and better service outcomes.

- **Use the correct channel:** Be sure to report all help desk issues to our service team using one of the channels listed above. The Service Wizard provides the best means to get your issue scheduled with a technician as soon as possible.
- **Provide critical details:** At a minimum, we will need to know:

1) Who to contact about the ticket and how to contact them. (By default, we will contact the person who submitted the ticket using the phone or email we have on file for them.)
2) Generally what system, service, or product is affected.
3) What the problem is.
4) Information to determine impact and urgency as outlined above (including any hard deadlines related to the ticket).

If a ticket is missing any of these details, we will likely need to contact you for more information before we can triage or schedule the ticket, which will delay issue resolution.

- **Use a clear subject line:** A good subject line will include most or all of this critical information in just a few words. For example:
    - QuickBooks down for entire accounting team
    - Susan Jones VPN fails to connect – unable to work
    - Internet slow for entire office during lunch

  This will allow us to quickly triage and dispatch the ticket without digging for additional details.
- **Include additional details:** Be sure to include any other information that may be helpful to us in working on your issue. For example:
    - When did the issue start? What was the last time this worked correctly?
    - Has this issue occurred in the past? When?

### Out-of-Scope Requests

The service desk is equipped to handle break-fix incidents; that is, restoring or repairing an existing service or system that is no longer functioning. Other types of requests involve adding to or changing your network or systems, such as by installing equipment, installing or upgrading software, or making configuration changes. These types of requests should be discussed with your account manager so that they can be properly assessed, scoped, and scheduled with the correct resource for the correct amount of time.

If our service team determines that a ticket is for a change/move/add request, they will forward it to our account management team, who will reach out to discuss it with you (see the Account Management section later in this manual).

### Working with the Service Desk

Once your ticket is placed on a technician's schedule, the technician will reach out to you to continue work on the ticket or gather more information as needed. They may contact you via phone or email. If you have a preferred contact method, please be sure to include that information in your ticket.

The easiest way to get service that works with your schedule is to use the Service Wizard on our website. It allows you to select an available time to work with a technician and immediately receive a confirmed appointment.

If you submit a ticket through other means, you may receive an invitation to select a time to work with a ticket through TimeZest. Or you can request a TimeZest invitation when you submit a ticket through phone or email.

These self-scheduling options will save you time and help you to get your issue resolved more quickly, while avoiding “phone tag” or back-and-forth emails when working with a technician.

As our technicians work on your issue, you will receive email notifications about your ticket from our ticketing system. These may include requests for more details about your issue, troubleshooting steps, or requests for your availability. For the fastest service, please **respond directly to these emails**, without changing the subject line. Doing so will ensure that our team sees your reply and can act on it quickly. It also helps to keep all information about the issue organized, which helps if the ticket needs to be escalated or referred to later.

Any employee can also request access to our **online ticket portal**. We can grant them access to see their own tickets, the tickets of selected employees, or all tickets submitted by your company. Tickets can be responded to or escalated directly from the portal.

### Escalation

Our Tier 1 technicians will generally spend up to 30 minutes working on a ticket. If no resolution is found within that time, the ticket may be escalated to another tier. Or a ticket may be directly assigned to a Tier 2 or Tier 3 engineer depending on the nature of the issue or its priority.

Issues that require onsite or in-person support are also escalated. These will be scheduled for your next onsite day, if possible, though emergency issues may require field dispatch. In all cases of escalation, our dispatchers and/or Service Manager will determine the best available resource based on the nature and priority of the issue.

If you feel that a ticket isn’t being resolved in a timely manner, you may choose to escalate the ticket through the following means:

- Contact the **Service Desk** again and request an update. You can do this by replying to a ticket email or through the online portal.
- Contact the **Service Manager.** Call our service desk and ask for the service manager, or change the ticket status to “Please Review” in the online portal.
- Contact your **Account Manager.**

In all cases, please reference the existing ticket number(s) so that we can quickly determine the reason for the delay and resolve it quickly.

### Issue Resolution

Once the issue is resolved, the ticket will be marked as such by the technician or engineer. You will then receive an email to that effect. If anything else needs to be done for you to consider the issue resolved, please reply to that email with the details, and our team will review it.

At times, an issue may require your verification. For example, we may ask you to verify that an intermittent issue is resolved after applying a fix. Or we may be waiting on you to provide some additional information, such as a password. In these cases, you will receive up to two emails asking for your verification, after which the ticket will be closed automatically if no response is received. At any time, even after a ticket is closed, you can reply back to the last email about the issue to reopen the ticket.

### After-Hours Support

If you need emergency support after-hours, on weekends, or on federal holidays, simply call our regular support phone number. Our after-hours answering service will take your information, and you will receive a call back from our on-call engineer or technician within 15 minutes. After-hours service fees will apply.

**Note:** You must answer “yes” when asked if the issue is an emergency to receive a call back. Otherwise, the issue will be held until the next business day.

## Onsite Service

Scheduled onsite visits are a key part of our service process. Though our onsite technicians are part of the service team, we cover them separately in this manual to help you get the most benefit from your onsite days.

### Onsite Day Frequency and Scheduling

The number and frequency of your onsite visits will depend on the size of your organization and your needs. Most of our clients receive an onsite visit around once per month. There is no extra charge for regularly scheduled onsite visits, and travel time is included. If you would like to change the frequency of onsite visits, please speak with your account manager.

We will make every effort to schedule your onsite visit on the same day each month. At times, we may need to adjust onsite day scheduling due to staffing or other needs, or you may ask us to move it to accommodate your needs. We will communicate with you well in advance about any adjustments to your onsite day schedule.

### Managing Your Onsite Day

About a week in advance of your onsite day, your account manager will contact you to set the day’s agenda and priorities. The goal is to pre-schedule as much work as possible, usually 6-7 hours, so that our technician can get to work right away on the most important issues.

In general, our onsite days aim to follow the **rule of thirds**. That means that the technician’s time is split roughly evenly between these three types of work:

- **Change Management**, including project work, move/add/change requests, and installs.
- **Preventative Maintenance** and alignment with best practices.
- **Reactive support,** following up on help desk tickets in-person.

If any one of these categories is overshadowing the others, it can mean that more attention is needed in a particular area. For example, if the technician is spending most of their day working on support tickets, it can mean that there are underlying problems that need to be addressed to improve your systems or help your users to better take advantage of our remote support services. Or we may need to schedule more complex installations or change requests for a separate visit.

Good communication with your account manager will result in the best use of scheduled onsite days and reduction or elimination of emergencies and non-scheduled work.

### Field Dispatch

When onsite service is required outside of your regularly scheduled onsite day, it is considered a **Field Dispatch** event. Field dispatch is billable at an hourly rate or at a fixed per-day fee, depending on the nature of the problem and the travel distances involved. We will consult with your designated liaison and receive approval before dispatching a technician.

## Account Management

Our account management team is responsible for managing the strategic and business aspects of our relationship. This is done through regular check-in meetings, quarterly business reviews (QBRs) and annual technology strategy meetings. Input is also received from our service team, especially the onsite technician, who reports any ongoing technical issues that could affect your business in the future.

### The Strategic Roadmap

Inputs from your team and ours guide the development of your customized **Strategic Roadmap**. This document serves as the guide for your IT strategy over the next year. Through it, you will get a clear picture of any changes or improvements that are needed to bring your systems in line with best practices or plan for future growth. The roadmap also contains estimated budget information for both improvements and routine maintenance, so that you can plan for expenditures in the long-term.

### A Team-Based Approach

Rather than a single account manager responsible for all client liaison functions, we use a team approach. The following section explains the various account management roles and their general relationship with your organization.

#### *Administrative Account Manager (Business/Tactical)*

With a business, rather than technical, background, the account manager is responsible to make sure that our relationship is facilitating the day-to-day business needs of your company.

Your account manager is your main point of contact for all requests not of a technical nature. They will most often work with your designated company liaison to hold regular check-in meetings, prepare quotes for new hardware, and handle service escalations.

#### *Technical Account Manager (Technical/Strategic)*

The technical account manager is responsible for making sure that the technology used by your organization is up to date, functioning well, and aligned with best practices. With a background in business IT operations, they will make recommendations for strategic initiatives that will improve how technology is used in your organization. They will also help you prepare a budget and assess cybersecurity and disaster recovery risks.

#### *Onsite Technician (Technical/Tactical)*

The onsite technician, though a member of the service team, provides an up-close view of the day-to-day operations of your IT systems. Part of your onsite day will be spent evaluating your technology “stack” for alignment with best practices, as well as implementing any minor upgrades or projects that will improve the reliability or functionality of your network.

#### *VCIO/Digital Advisor (Business/Strategic)*

Technology is a critical part of the future growth of your business. Our vCIO is available to help you make big-picture, strategic decisions that will keep your business and IT needs aligned.

For example, you may be considering a new ERP system, accounting package, or document management system. Or you may be looking to expand into a new business vertical. In such cases, your vCIO will help you select and implement solutions that work toward your goals, not against them.

### Working With Account Management

The account management process is facilitated through regular meetings with account management team members. In addition, you can contact your account manager directly at any time when you have questions or need strategic guidance.

#### *Check-in Meetings*

Regular meetings with your account manager can be scheduled as often as every week, or as infrequently as every two months, depending on the needs of your business. These will typically be held with the client liaison. They provide a forum to address any concerns about our relationship and to discuss the progress of any major initiatives.

#### *Executive Business Reviews (EBRs)*

QBRs are held with your account manager, technical account manager, client liaison, and a decision-making person, such as an operations manager, controller, or CFO. During this meeting, progress on your strategic roadmap will be measured, and suggestions for projects, upgrades, and purchases will be presented for approval.

#### *Annual Strategy Meetings*

Annual strategy meetings are an opportunity to discuss your long-term business plans. Your vCIO will be on hand to offer guidance on the technology needs of your business for the coming year and beyond. To get the most strategic value from this meeting, typically your senior leadership, such as your CEO or business owner, should attend.

### Procurement and Asset Management

Our account management team also works with you to prepare quotes for new hardware and software and manage the lifecycle of your existing equipment.

### *Quotes and Proposals*

Account Managers prepare quotes for new or replacement hardware, software, and changes or installations occurring outside of your scheduled onsite day. They also work with our engineering team to prepare proposals and scopes of work for larger projects.

When a change/move/add request is received, it will be assigned to a technical account manager for review. They will work with you to determine the general scope of the work. Is it a small change that can be handled immediately? Is it something that requires a dedicated resource? Or is it a larger-scale project that should be handled by our project manager? They will advise you of any additional fees required for work not covered by your agreement.

Requests totaling less than $600 can be approved verbally or via email. Requests greater than $600 will be prepared as a quote that must be accepted in writing via e-signature. Hardware and software orders totaling more than $2,000 must be paid in full before an order can be placed. Labor charges are typically billed once the request or project is completed, though a partial down payment for labor may be requested in some circumstances.

### *Warranties, Subscriptions, and Software Licenses*

The account management team proactively monitors the expiration date of hardware warranties, service agreements, and software licenses for your mission-critical systems and applications. You will be notified of any upcoming expirations and given the option to request a quote for a renewal or extension.

E-N Computers strongly recommends having a warranty in place for critical infrastructure. It makes the process of repairing failed equipment much faster and less expensive. Any hardware that is no longer eligible for a service agreement will be recommended for replacement on your technology roadmap.

We also monitor software licensing and cloud subscriptions. You will be presented with renewal quotes for these services in advance of expiration. In general, renewing services for longer time periods, such as one, two, or three years, is the most cost-effective renewal option, but we can present various options depending on vendor availability and your business needs.

Certain software and cloud service subscriptions may be identified as “business critical”. These include:

- Licenses for Cisco Meraki network equipment.
- Microsoft 365, G Suite, or similar hosted email/workflow solutions.
- Azure or AWS cloud infrastructure.
- Web hosting, domain names, and SSL certificates.

A lapse in any one of these services may cause a serious business interruption. To avoid such interruptions, if a renewal quote is not accepted by you within 7 days of the expiration date, we will automatically renew these services for the shortest available period and invoice you for the amount due.

## Project Management

Implementing complex IT installations and changes involves getting the right hardware, software, and people in place at the right time, as well as coordinating with you to minimize the impact to your operations.

That's why we offer dedicated project management services for all implementation projects purchased through us. Our project manager (PM) serves as a single point of contact between our team, your organization, as well as any other vendors or contractors who may be involved.

This section will explain the project management process, which consists of five steps: 1) identification, 2) planning, 3) execution, 4) monitoring, and 5) closing.

### Identification: Scope, Resources, and Timeline

During the identification stage, we define the scope of the project. In other words, we set the objective and identify core components to the project's success. This includes the key stakeholders, skills and resources, scheduling and budgetary constraints, and deliverables. Key stakeholders include the people in your business with the ability to make decisions on how the project is carried out as well as the lead technician assigned to the project. A rough timeline is developed based on those resources and business needs. The scope also includes a list of deliverables that are expected by the conclusion of the project.

### Project Planning: Schedule, Budget, and Milestones

Once identification is complete, project planning can begin. During this part of the process, the project manager puts together a detailed schedule and budget. They identify any required downtime, additional information or resources that are needed from the client and verify the availability of engineers during the project timeline. Project milestones are set as clear markers of progress for everyone involved. The project manager also selects key performance indicators that help quantify the progression of the project. At the end of the planning stage, there is a kick-off meeting for all the stakeholders to cover all the important details and encourage communication as the execution phase gets underway.

### Execution and Monitoring; Getting It Done

Execution and monitoring typically go hand-in-hand. During execution, the PM monitors the progress of the project, helps keep technicians doing the work on task, and makes sure everything stays within budget. The project manager does regular check-ins with all stakeholders so that everyone is aware of the progress being made and any issues that need to be handled. If circumstances require a change to the project plan, the PM works with stakeholders to re-evaluate and adjust course.

### Closing: Documentation and Sign-off

Finally, the closing stage provides a formal end to the project. At this point, the PM arranges a meeting to review the project with stakeholders and provide any documentation you may need. Together, we verify that you received all project deliverables, and you provide a final sign-off that the project is complete to your satisfaction.

## Accounting and Billing

Our accounting and billing team handles invoicing and payments for all services, software, and hardware purchased from E-N Computers. We accept payment by credit card, check, and bank transfer (ACH). Automatic payments are available through our secure payment portal. If you have any questions about how to make payments, please contact Accounting.

If you have questions about specific items on your bill, such as after-hours charges, pass-through charges, or charges for out-of-scope or project work, please contact your account manager. Your account manager can also help you set up financing agreements, get control of your overall IT budget, and look for other ways to save you money.