
ERP TECH

SUMMIT 2024

Why You Need IT Managed Services

Jeff Bronson, CEO

Paula Deluca, Director Customer Success



Innovative Consulting Group

www.ICGTechnology.com

Agenda



Introduction



ICG's Approach & Value We Deliver



Are IT Managed Services Right for You?



Discussion & Next Steps

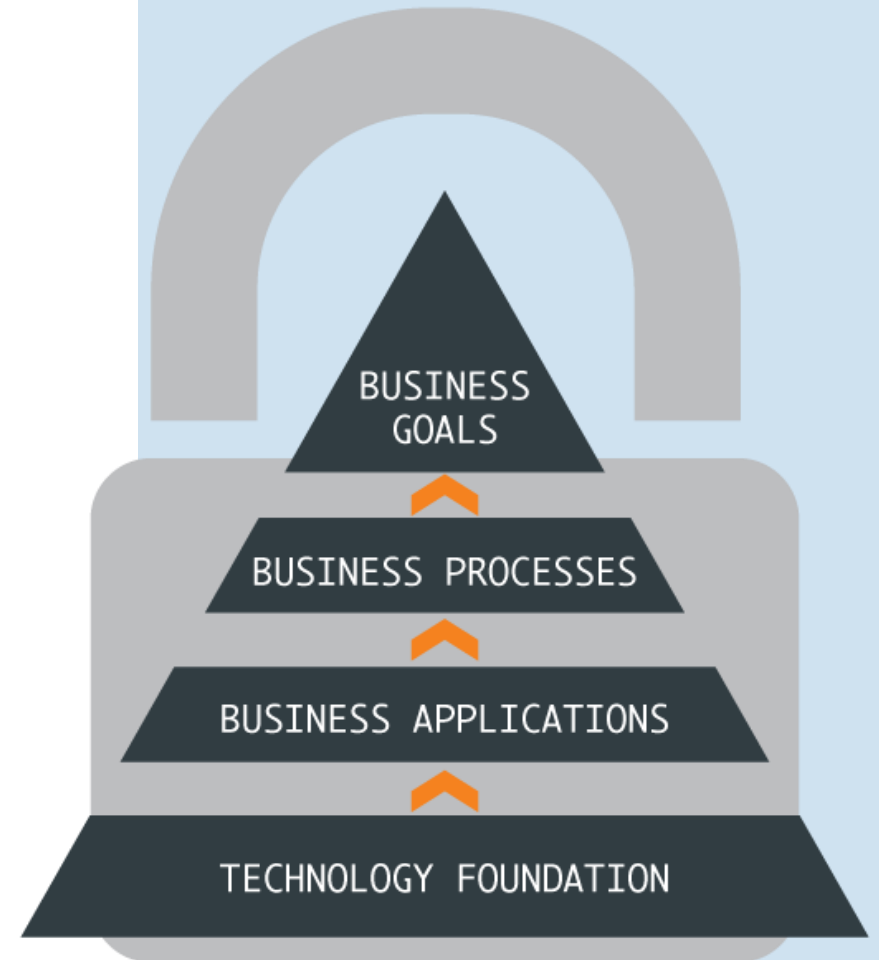
The ICG Approach

OUR MISSION:

Deliver innovative and reliable business and technology solutions that exceed our client's expectations, resulting in reduced cost, improved efficiency, and a guaranteed ROI.

OUR VISION:

Enable enterprises of all sizes to leverage technology for business growth and success.



IS REBOOTING REALLY A SOLUTION?



BREAK FIX? – Its all ok until its NOT!



BE REAL AND HONEST



We're properly invested in IT



The Struggle is Real!

- ❖ Difficult and time-consuming to recruit, retain, and scale
- ❖ Massive investment to build and u-skill
- ❖ Cannot keep up with technology trends and innovations
- ❖ How do you keep up your knowledge and gain across different technology systems and areas?
- ❖ Never seem to catch up! Fighting fires, lone gun, overwhelmed?
- ❖ How do you deliver IT 7 days a week and be available to solve issues as quickly as today's users expect and demand?



Plan To Get The Managed Services You Need



Focus on
Core Objectives



Get the Expertise
You Need



Optimize
Costs



Scale
Seamlessly



Make the Most
of Cloud Solutions

Why Choose IT Managed Services? Top 10 Reasons



Prevent
Downtime



Leverage a Single
Point of Contact



Get 24/7/365
Support



Strengthen
Cybersecurity



Access New
Technology

You Can't Afford Not To!

- ❖ Plan, Budget, Deliver-
- ❖ Managed Services are NOT expensive
- ❖ Every company has areas they need help or assistance with Technology and Applications
- ❖ Security is Paramount and SMB to the Enterprise struggle to protect
- ❖ Maintenance, Management, Support, On Call, Month End, Year End, VDI... and the list goes on and on



There are risks and costs to action.
But they are far less than the long
range risks of comfortable inaction.

John F Kennedy

It is more profitable for an organization to hire a Managed IT service provider. MSP's provide consistency, stability, depth in resources, and most importantly

ICG BECOMES A TRUSTED PARTNER FOR THE CUSTOMER

Value We Deliver

ERP SOLUTIONS

One-Stop Shop for Fourth Shift, VISUAL, Acumatica

- Sell ERP
- Cloud Hosting
- Implementation
- Optimization
- ERP Upgrades
- Training
- Develop/Customization
- And More!

ICG is uniquely qualified with both IT and ERP under one roof!



IT SERVICES

We Architect & Implement Strategic IT Solutions:

- Managed Services
- Technical Support
- Cybersecurity
- Cloud Infrastructure
- Data Center Infrastructure
- Virtual Desktop Infrastructure
- TSR and Health Checks
- And More!

ICG IT Managed Service Offerings



Complete IT

From your data center to your desktop and all points in between, ICG offers IT managed services as a turnkey solution. Where proactive excellence meets round-the-clock support, we remove the burden of IT infrastructure and security management and fortify your business for success.

- Proactive Monitoring & Maintenance
- 24/7/365 Help Desk Support
- Backup & Disaster Recovery
- Expert Cloud Management & Support
- Comprehensive Network Management
- Security (SOC)



IT Platform

We curate packages to help manage portions or all components in your Data Center. We manage components like the following for our customers:

- Network Operations Center (NOC)
- Security (SOC)
Firewall, Switching, Wireless
- Virtualization and Virtual Desktop Infrastructure (VDI): VMware Horizon, Citrix, Remote Desktop Services
- Storage (SAN, NAS, etc.)
- Microsoft Active Directory & Group Policies
- CIO/CTO Services
- Backup and Disaster Recovery



Managed Services Your Way

We offer customizable suites of managed services for our customers to help manage portions or all components in their Data Center. The most common services include the upkeep and maintenance of hardware and network services, data center, storage and backup maintenance, fault tolerance, and disaster planning and recovery.

- Network Operations Center (NOC)
- Security (SOC), Firewall, Switching, Wireless
- VMware & Virtualization
- Storage (SAN, NAS, etc.)
- VDI - Horizon, Citrix, Remote Desktop Services
- Microsoft Active Directory & Group Policies
- CIO Services
- Backup & Disaster Recovery & More

*More service offerings available upon request.

ICG IT Managed Service Offerings



Cybersecurity Managed Services

Our multi-pronged approach includes selecting the proper software for your business's needs and utilizing a 24/7/365 Security Operations Center (SOC) that monitors your system diligently for any problems or cybersecurity attacks. ICG's Cybersecurity Offering is a sophisticated security platform that provides a proven mix of software, services, remediation, and corrective actionable insights to prevent security attacks. Includes:

- 24/7/365 Security Operations Center (SOC)
- Technical Support By Phone, Web & Email
- Alert Monitoring & Incident Response
- Network, File, Cloud & Email Systems Monitoring & Intrusion Detection
- Threat Analysis Testing
- Exclusion Validations & Extended Detection & Response (XDR)
- Environment-Based Security Recommendations
- And More!



ERP Managed Services

Let ICG's experienced team be responsible for running and maintaining the day-to-day functions of your ERP system. From user support, patching, SQL management, to third-party applications and integrations, ICG has you covered. Hit the easy button on ERP maintenance and administration.

As ERP System and SQL Server specialists, ICG's offering includes:

- On-Call Emergency Support
- Optimal Performance Tuning
- In-Depth Business Intelligence
- Continuity Planning
- Team/End User Support
- Month-End/Year-End



Everyone Needs Help and Personnel



**EDUCATE MANAGEMENT
ON WHY YOU NEED
MANAGED SERVICES**

**MANAGED SERVICES
IS AFFORDABLE**

**SECURITY IS AN AREA WE
ALL NEED TO IMPROVE**

**ERP SYSTEMS NEED
ADMIN, SUPPORT, AND
ATTENTION DAILY**

***YOUR MSP BECOMES PART OF THE TEAM:
EMBRACE THEM, AND DELIVER TOP IT RESULTS***



Thank You!