AIM
SOLUTION ARCHITECTURE

D&H — MANAGE · ASSESS · IMPLEMENT

ASSESS
Pre-sale service to validate solution, inspect environment, gather data, and discuss business goals to ensure successful outcome.

- Consult
- Survey
- Analysis
- Testing

IMPLEMENT
Service to employ and activate the solution, train users, and ensure solution utilization and consumption.

- Configuration & White Glove
- Installations & Deployments
- Network & Server Migrations
- Virtual/Cloud Migrations
- Tenant End Point Migrations

MANAGE
Post-sale service to provide monitoring and remediation, preventative maintenance and ongoing user support for the solution.

- Device Support Services
  - Extended Warranty
  - Device as a Service
- Managed Support Services
  - User Support
  - Security Support
  - Infrastructure Support

MODERN WORKSPACE + MODERN SOLUTIONS

Modern Applications
SaaS, Cloud

Modern Collaboration
ProAV, Unified Comm

Modern Infrastructure
Hybrid, White Glove

Modern Security
Wifi, Firewall, EDRP

MANAGED SERVICES – DELIVERY MODEL

D&H | SERVICE DELIVERY SOLUTIONS
"DO IT YOURSELF"

Data Protection & Security

Acronis · Pillr
Axcient · Dropsuite

Business Operations

ATERA · CONNECTWISE

Monitoring & Management

ATERA · CONNECTWISE
CyberFOX
liongard · PASSWORD BOSS

D&H | MANAGED SUPPORT SERVICES
"CO-DELIVERED"

User Support Services

quatrro BUSINESS SUPPORT SERVICES
Get more to go on

D&H | HELP DESK AS-A-SERVICE

Security Support Services

quatrro BUSINESS SUPPORT SERVICES
Get more to go on

Infrastructure Support Services

quatrro BUSINESS SUPPORT SERVICES
Get more to go on

Risk of Doing Nothing

- Unrealized revenue opportunities
- Risk of customers going to competitor for services
- Difficulty onboarding more demanding customers
- Not staying relevant in the IT market

Considerations to Scale

- Cost of going to market vs initial demand
- Human capital and cost
- Organizational acumen
- Liability
- Disruption while developing and launching a new offer
- Maintaining certifications and continuing education

In-House Service Delivery

- Puts you in 100% control of your offering
- Field the tools and solutions you want
- Allows for more flexibility in pricing and terms
- Grows your business footprint
- Potentially lower cost to serve once established
- Oppressive 1x capital expenditures at start up as well as recurring operational expenses to maintain

Co/Full 3rd Party Service Delivery

- Offer new services with zero upfront investment
- No need to scale your team to meet increased demands
- Provide off-hours support with no need for multiple shifts
- Allows you to bridge in-house knowledge gaps
- Can be branded to look and feel like your own product
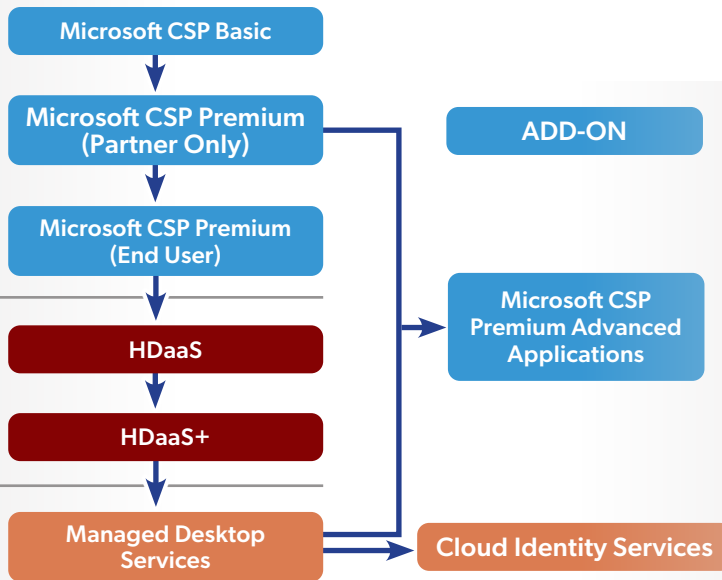- Profitable from day 1/1st subscription

MANAGED SERVICES – THE "M" IN AIM

MANAGE · ASSESS · IMPLEMENT · D&H

END USER SUPPORT STACK

Microsoft Cloud Solution Provider

Azure   Office 365

D&H | HELP DESK AS-A-SERVICE

D&H | MANAGED SUPPORT SERVICES

- Microsoft CSP Basic
- Microsoft CSP Premium (Partner Only)
- Microsoft CSP Premium (End User)
- HDaaS
- HDaaS+
- Managed Desktop Services

ADD-ON

Microsoft CSP Premium Advanced Applications

Cloud Identity Services

- Services in this stack build on each other as you move down the stack.
- CSP Advanced Applications in as add-on to the Premium CSP through Managed Desktop Services.
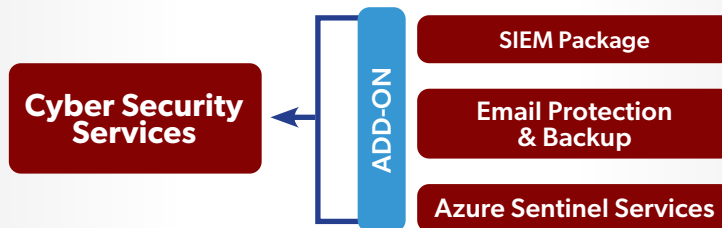- Cloud Identity is an add on to Managed Desktop Services.

INFRASTRUCTURE SUPPORT STACK

Microsoft Cloud Solution Provider

Azure   Office 365

Microsoft CSP Azure

D&H | MANAGED SUPPORT SERVICES

Cyber Security Services

ADD-ON

- SIEM Package
- Email Protection & Backup
- Azure Sentinel Services

Infrastructure Support Services

| Managed Server Services | Managed Network Services | Managed Firewall Services |
| IaaS Managed Services | Azure SQL Services | Azure Backup Services |

- CSP Azure support is independent service based on Azure consumption.
- SIEM, Email Protection & Azure Sentinel are all add-ons to Cyber Security Services.
- All infrastructure Support Services can be purchased independently & do not have dependencies.

Contact our Managed Services Team at ManagedServices@dandh.com to Learn More!