



EMPLOYEE-OWNED

(866) 343-4517

www.archerpoint.com



IT Managed Services

The business and technology landscapes are changing and growing in complexity every day...and IT teams are under increasing pressure to support business-critical systems, provide answers to problems, and build customized solutions to challenges. At some point, your organization will undergo a change in technology, business operations, strategy, or productivity that will push your IT staff to its limit.

How do you keep up when their plate is already full, or they don't have the experience needed to address the issues? If things don't get done, your business feels the impact.

Trust Your IT Needs to Microsoft Dynamics Professionals

You don't want to take chances with your critical business systems like Dynamics. As Microsoft expands the platform with tools and solutions that help you connect your business with NAV or Business Central at the center, everything must work together like clockwork, and if your IT staff doesn't have the expertise or bandwidth to do it, you need to bring in someone who does.

Hiring an IT consultant is an expensive option—and it's very difficult to find a single person who has the breadth of skills you need. You need ArcherPoint as your Managed Services Provider.

Scalability and flexibility to control IT costs and staff IT the way you want to

Productivity by extending your IT bandwidth with expertise you can count on

Protection and peace of mind with a partner who has industry standards knowledge and compliance

- ✓ Scalability
- ✓ Flexibility
- ✓ Productivity
- ✓ Expertise

Gold
Microsoft Partner



**IT MANAGED SERVICES PROVIDERS AUGMENT YOUR STAFF
HOW YOU WANT IT, WHEN YOU WANT IT.**



IT Managed Service Providers

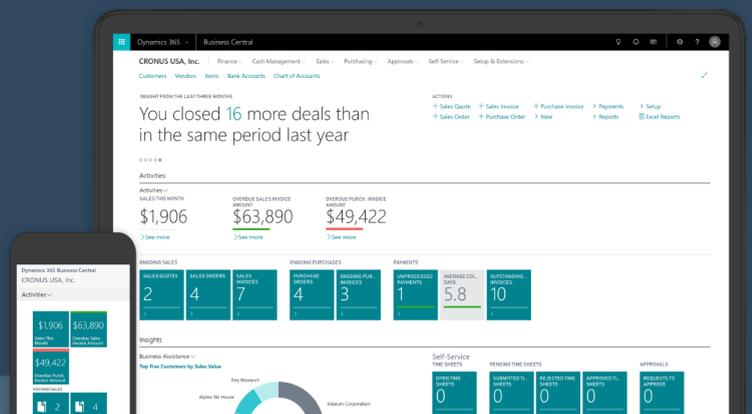
A Full Complement to Your IT Team

IT Managed Services Providers (MSP) give you a team of experts in every facet of IT that can help you with projects or ongoing support, from day-to-day tasks to big initiatives like upgrades. They're there for your organization when you need them and for whatever you need, taking the burden off your IT staff. MSPs offer scalability, which lets you better control costs by utilizing them when you need them rather than having to hire more IT staff; flexibility, allowing you to place resources exactly where you need them and change them around when needs change; productivity by effectively increasing the bandwidth of your IT staff, particularly for times of high volume or big projects; and expertise you would likely have trouble finding and affording—and is guaranteed to stay up to date on product, technology, and industry/compliance standards.

ArcherPoint Managed Services: NAV/Business Central Is Where It Starts

Our goal is to help you provide the best possible user experience while increasing the ROI of your investment. Our IT Managed Services (ITSM) team does that by ensuring your NAV or Business Central solution is fully, responsibly managed and optimized, integrating it through the Microsoft stack. What makes the ArcherPoint ITSM team better than other MSPs? We use our proven ground-to-cloud strategy, combined with NAV and Business Central expertise plus complementary solutions and services to support digital transformation. Most importantly, we put ERP at the center of your technology ecosystem because it's the true backbone of your business.

Click here to visit our website and learn more about [Managed IT Services](#)



Gold Collaboration and Content
Gold Cloud Platform
Gold Datacenter
Gold Cloud Productivity
Gold Small and Midmarket Cloud Solutions

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IT Managed Service Offerings

• Discovery

We start with a Discovery session that provides a network topology and helps us understand your environments so we can give you a proposal for a fixed monthly service. The initial consultation includes:

- A one-on-one meeting with an ArcherPoint IT Business Central/NAV infrastructure specialist
- A preliminary assessment and performance evaluation of your Business Central, NAV, and/or LS Retail environment
- A review of security, access controls, roles, and privileges within Business Central, NAV, and/or LS Retail
- A network topology document outlining your current infrastructure with an emphasis on your Business Central, NAV, and/or LS Retail environment
- A preliminary review of the backup strategies for your business-critical data (Business Central, NAV, and/or LS Retail)
- With the Discovery completed, we will recommend a combination of services to meet your requirements.

• Managed Services

- 24/7 Remote Monitoring of your Infrastructure
- Security Management
- End User Support
- Network Management and Monitoring
- Reporting
- Consulting Services

• Infrastructure Services

- Servers and Storage
- Azure Cloud & Azure Hosted Solutions
- Network Security (Requires Azure)
- Virtualization of New and Existing Servers
- High Availability Solutions – Keeping business-critical applications available at all times
- Local and WiFi Network

• Security Management

- 24/7 Remote Monitoring
- Single Sign On
- Endpoint and Infrastructure Security Management
- Data Security, Backup, and Disaster Recovery – Local and Cloud



IT Managed Service Offerings

• Cloud Solutions

- Microsoft 99.9% uptime guarantee
- Backup and Recovery
- Office 365/Microsoft 365
- Dynamics Business Central
- C3 Self-Management - Manage and procure your own licenses for Office 365/Microsoft 365

• IT Consulting Services

- Audit and Analysis
- Strategic IT Budgeting and Planning
- Case and Project Management
- IT Management
- Disaster Recovery - Review, testing, confirmation, deployment, monitoring
- Contractual and T&M services

The ArcherPoint Difference

Our clients see their business systems as unique and important to their competitive position. They prefer software and technology to support their business processes, not the other way around. Our clients are looking for a strategic partnership with the company that implements their software, not just a vendor. They demand the most talented, experienced professionals who understand how to quickly, efficiently solve their business issues. If this describes you, we invite you to contact us to learn more about our people, company and solutions.

Contact ArcherPoint Today

Contact us to learn more about how we can help with your IT Managed Service needs.