

Add your branding/logo here

Inset tagline here (For example: We pride ourselves on maintaining personal interactions and building strong relationships with our customers, partners, and community. This ensures that you have direct access to decision-makers and a support team that genuinely cares about your success and is invested in solving your specific challenges.)

Disclaimer

We created this handout primarily for you to use with your clients. We recommend using these ideas inside your existing marketing materials, or if you'd prefer, you can use a PDF editor to change out the logo and use your own branding. Don't forget to delete this disclaimer and add/delete/change any services you may provide your clients compared to the ones we have listed.

What we offer through our documentation platform (Hudu)

- ✓ **Asset Management** – We log asset data (Network Devices, Computers, Employees, etc.) in a structured and organized manner. We have created reusable forms/layouts so when our employees are entering in data, it's consistent, and not missing critical information.
- ✓ **Built out processes for Standard Operating Procedures** – We use processes that are standardized and easily reproducible.
- ✓ **Expiration Tracking** – We use expiration tracking and alerting to get notifications on when your expirations are approaching so we can make sure they are renewed/extended in a timely manner. This includes expirations for your websites, renewal dates, warranties, etc. as desired.
- ✓ **Website monitoring** – We track website uptime and keep track of each website's domains and SSL certificates.
- ✓ **Password Management** – We secure, organize, and store all passwords and TOTP codes for you. We also have the ability to monitor password breaches and see if they have been breached on the dark web.
- ✓ **External Sharing** – We give you access to a portal which houses passwords, help articles, asset information (devices, employees, etc.), and more.
- ✓ **Built-in IP Address Management (IPAM)** – We track your utilization of networks and associated IP addresses directly linking them to the device that a specific IP Address is associated with.
- ✓ **Server Rack Management** – If you have server racks in one of your buildings, we document the entire rack including what devices are on each row and the device and power utilization of the rack.
- ✓ **Photo Gallery** – We have a structured way to store and manage images that are critical for your documentation and operational support.

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How does this benefit you?

- ✓ **Your information is secure**
 - The security of your passwords and device information is ensured with military grade encryption.
- ✓ **We answer tickets quicker**
 - Your information is found in a standardized, organized method; Your information is available in one place; Your information is available anywhere you are.
 - Your information is stored in unique but standardized containers, making it easy for our technicians to search, find, and view.
 - All of your information is related to other relevant information, tying all your IT assets and information together.
- ✓ **We provide enhanced service delivery**
 - Our comprehensive features allow for better management and service offerings, meaning we can address your complex needs efficiently and effectively.
- ✓ **We provide visibility/transparency**
 - You'll have better transparency into your IT infrastructure.
- ✓ **We are tech agnostic**
 - No matter what products you use, we can document them.
- ✓ **We use standardized Standard Operating Procedures (SOPs)**
 - We can onboard/offboard your employees quickly and securely as you hire and lose staff, meeting any compliance needs you may have.
- ✓ **We prevent loss of Knowledge**
 - A loss of our employee doesn't mean a loss of your information. By documenting their knowledge and processes, we don't lose their knowledge when they leave.
- ✓ **We track changes**
 - Our logs and revision history help ensure that if a mistake is made, it can be corrected quickly.