

MARCO MANAGED IT SERVICES

Marco's Managed IT solution is a comprehensive Managed Service solution; however, some items are NOT included and outlined below to assist in the sales discovery.

NOT INCLUDED

A fundamental point to understand is that MIT will include management and administration of the CURRENT environment, devices, applications, and configurations. It does not include projects, upgrades, replacements, or hardware unless notated explicitly in the agreement.

1. New PC setups – however, we often mutually create an end-user device and PC standards as well as standardized images and applications. This makes a streamlined and effective onboarding/offboarding solution.
2. New network equipment – an example would be a switch replacement. The hardware and professional service to implement are NOT included. However, once installed, it will be covered for support after that.
3. Backup Management – unless specifically purchased, Managed Backup is not included. Additionally, we will not take over the management of an existing backup solution.
4. Onsite helpdesk – there is no onsite resource available during the week or on a retainer. This needs to be specifically scoped and priced accordingly. It is rarely needed but can be accommodated. However, it needs to be custom scoped.
5. Changing software solutions – an example would be migrating from Exchange to Office 365. The licensing, migration, and professional services would not be included. However, once installed, it will be covered for support after that.
6. Devices or Network Equipment that is End of Support – although this will not prohibit a sale or onboarding, they will be denoted as “best-effort” support, and we will limit the repair time on tickets.
7. Software without ISV support – although this will not prohibit sales or onboarding, support for LOB application or custom applications that do not have an active support arrangement will be denoted as “best-effort” and limit the repair time on tickets.
8. Custom-built servers and PCs – network devices without manufacturer support or warranty will be denoted as “best-effort,” and we will limit the repair time on tickets.
9. Alternate OS and Productivity Suite – Marco primarily focuses on supporting Microsoft applications and OS. We can support Mac OS and Apple devices as well. Google suite is very limited support and would be limited if a client has Google apps and Chromebooks. Linux is not supported.
10. Shared ticketing systems or alternate ticketing systems – Marco must be the triage support for all tickets and must use their provided RMM and Ticket systems. However, we can extend custom boards and ticketing systems to customer IT staff. Co-managed environments are not standard and would need to be scoped before providing a quotation.
11. Help Desk, Infrastructure, Compute, Application, or Security-**only** – none of the scenarios are available from Marco. We do not segment or reduce the offering to offer only components of the service.