

cloud first

Resolute IT was born in the cloud. Our Cape Cod servers were decommissioned in late 2008 and our Florida venture opened in early 2009 without a single on-premises server. Servers now reside in data centers, not necessarily within the perimeter of your building or campus. The network is now what it was in the very beginning – the entire internet.



anywhere & anytime

In this spirit of the modern workplace, we bring the wisdom of our own serverless experiences to the small to medium-sized business, although our focus is on the SMB with just 10-50 knowledge workers.



But that’s 10-50 people in the entire organization no matter where they might be located and no matter when. The modern workplace happens when the moment is prime or when planned.

flexible workforce

Our own staff, too, might be anywhere. And they aren’t staff in the conventional sense, but staff as needed and where needed. Using outsourced talent on a remote basis is prevalent in today’s

business world from such vendors as [WorkMarket](#), an ADP company. An onsite technician might work as an independent contractor for us, but under the strict guidelines of Resolute IT and with the advantage of WorkMarket’s pre-screening methods and oversight as the actual employer.

case study



WorkMarket was approached by a *very large* IT organization with thousands of job locations

under management. Faced with the challenges of Scalability, Compliance and Customer Demands, this multibillion-dollar company was able to grow exponentially, increase efficiency, and retain their 7,000 clients from across the globe by leveraging WorkMarket’s resources. All of these same features are available to Resolute IT and all to the benefit of our clientele.



Scalability: They needed to establish a centralized platform for managing their contingent labor in order to expand service delivery operations nationwide.



Consistency & Compliance: It was difficult for the company to drive consistent quality and ensure labor compliance across their entire independent workforce.



Customer Demands: Work needed to be done with the quality, speed and flexibility critical to keep pace with the constant changes of today’s digital demands.

helpdesk

Another aspect of outsourcing happens at the help desk and network operations center levels. Day-to-day issues are answered with immediate response by professionally trained and courteous engineers.



Again, these resources are scalable to meet your demands, so there are no concerns in regard to vetting, hiring, and training technicians – the entire HR process is handled by the subcontractor. And instead, the master MSP acts on our behalf, taking calls in our name and even responding to specific clients with respective pools of engineers to achieve greater consistency in the customers' experiences.

software

Just as you now purchase productivity software and services from Microsoft on a subscription basis, we do the same. And aside from the Microsoft 365 platform, we have our line-of-business software, just as you might. We use a variety of tools, such as Professional Services Automation (PSA), Remote Monitoring & Maintenance (RMM), network monitoring and detection, dark web scanning, technical & warranty documentation, etc. And it's all cloud-based.



cloud backup

No more tapes and no more external drives. No NAS devices either. And while your data is inherently backed up while it resides in the cloud, there can still be problems. When a file is deleted in OneDrive or SharePoint, for example, and if that deletion is neglected for 93 days or more, then there's no going back. Also, when there's a ransomware attack resulting in maliciously encrypted documents, then there are systems in place within OneDrive and SharePoint to protect and restore your data within certain parameters and processes, however, a cloud backup will perform a granular restoration with only a few clicks. There is much debate about whether backup is actually necessary any longer but having a cloud backup system in place becomes an insurance plan with practical results. Resolute IT provides cloud backup as an included component of its one and only `o p t i m u m 3 6 5` service plan.



training

As new productivity platforms arise and become an adoption challenge such as with Microsoft Teams, we've created an educational branch of Resolute IT. Our initial offering is a course of nine 1-hour modules with flexible schedules over one week or three weeks. You can also opt to attend only one level (3 class modules). Single-day courses can be made available per group request. Please visit this separate [website](#) for additional information.



optimum 365

We keep it simple. We standardize our processes on a single level of fully-managed and proactive customer care – only the best. One monthly fee covers everything. New systems – included. Move to new offices – included. New line-of-business software – included. Merge with an acquired business – included.

All part of the plan – each license includes:



- | | |
|------------------------------|--------------------------------|
| Microsoft 365 Business | SkyKick Cloud Backup |
| Remote Control | Updates, Upgrades, and Patches |
| System Monitoring | Remote Deployments (AutoPilot) |
| Network Monitoring | Warranty Monitoring |
| Dark Web ID Monitoring | Security Monitoring |
| Endpoint Security Protection | Technical Documentation |
| Spam Filtering | 24/7 Help Desk |
| Network Operations Center | Onsite Remediation |

optimum 365 is a program dedicated to your success as it relates to your business challenges. We work with you to determine business objectives and how to reach them by leveraging the latest technologies. We act as your partner in business working toward a mutually beneficial outcome.

helpdesk 365



For smaller businesses under five end-users, we offer a limited helpdesk service. Helpdesk 365 is only available during specific hours and incidents are limited to five (5) tickets per user per month, and one should bear in mind that an email message sent to support@resolute-it.com initiates a ticket in our system. A chat message sent within the Microsoft Teams support channel is not initially considered a ticket, nor does it create one automatically like an email does, however, a chat message might evolve and eventually attain ticket status.

helpdesk 365 is not a managed services plan. There are no proactive measures, not even monitoring in an ongoing basis, although we will install a remote agent that collects basic system information and alerts us of the most critical events, as well as the agent enables remote control as a reactionary remediation.

in conclusion:

At present, we are a single-person business entity. But when one considers the dynamic collection of outsourced personnel at our disposal, we have the presence and effectiveness of a 10-20 employee IT firm. Yet with a smaller footprint and with scalable tools, we can act in an agile manner to accommodate any number of clients. And in consideration of the vast human resources available, we can offer higher levels of skill or additional staff members as needed. In the final analysis, almost every organization has just a single person in charge and we have one.

This coming January will mark 20 years in business and more than that working in this industry as a whole. With that depth of experience, you can feel assured of competency, integrity, and peace of mind.



skykick

