

2022

Dataprise Partner Sales Resources

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DATAPRISE WELCOME LETTER

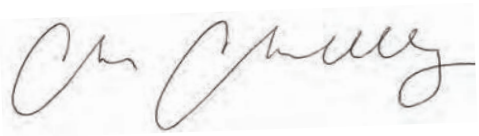
Welcome to the Strategic Partnership Program with Dataprise!

On behalf of Dataprise, I want to say how excited we are to partner with you! My aim is to provide your organization with the best materials for success. Our team has put together a collection of resources that have proven to be invaluable to our sellers. Within this Digital PDF booklet, you will find:

- Buyer Personas to help you target decision makers across all industries
- Various Data Sheets and overviews, outlining all the extensive services that Dataprise covers
- In-depth Battlecards with sample elevator pitches, common objections and how to overcome them, and so much more!

Dataprise's unbeatable IT solutions and services are tailored to the needs of strategic CIOs and provide best-in-class managed security, network, infrastructure, collaboration, mobility, and end-user solutions.

With you a partner, we will be an unstoppable force and I cannot wait to hit the ground running!



Chaz Chalkley

Vice President, Channel and Strategic Partnerships
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301.945.0572

Have Questions or Opportunities? Reach out to partnerships@dataprise.com

DATAPRISE

Dataprise Overview

In today's dynamic business environment, organizations require a new type of Strategic IT Partner to secure, optimize, and support their businesses while powering future transformations and innovations. That's where Dataprise comes in.

Founded in 1995, Dataprise is the leading strategic IT solution provider to IT leaders who believe technology should allow you to be the best at what you do. Dataprise's unbeatable IT solutions and services are tailored to the needs of strategic CIOs and provide best-in-class managed security, network, infrastructure, collaboration, mobility, and end-user solutions. Dataprise has offices across the United States to support our clients.

26 Years of Managed IT Services

300+ Full-Time Support Team

2,500+ Technical Consultants

3.7 Years Average Staff Tenure

1,000+ Total Active Customers

Independently audited / certified for adherence with SOC 2 standards

AICPA SOC aicpa.org/soc4so

SOC 2 Type 2 CERTIFIED

Dataprise's Unique Advantage

We serve as a client's Single Strategic IT Partner by delivering a broad and integrated portfolio of solutions all aligned with helping drive growth today and transforming tomorrow. Partnering with Dataprise brings:

- A Cybersecurity team with unmatched capabilities that consistently evolve
- An Infrastructure team focused on business resiliency at every layer
- A 24x7 Service Desk dedicated to outstanding end-user experiences
- A single pane of glass to show you everything Dataprise is doing for you in real-time
- A single partner with deep expertise and the broadest managed services portfolio

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DATAPRISE

Why Dataprise?

We Enable Strategic IT Leaders to Focus on Their Mission

At Dataprise, we handle the technology, so you can focus on your organizations mission. We leverage our in depth knowledge of your industry talent, and our best-in-class service to provide you with a winning formula to help your business succeed above its competitors.

We Have a Deep Pool of Expertise

With over 300+ certified IT experts skilled in technologies across cybersecurity, infrastructure, mobility, and more, our team works with your organization to ensures your IT challenges are tackled efficiently and effectively.

We Are Adaptable

Dataprise serves organizations of all sizes with carefully tailored managed solutions and projects. We cross industries and provide services to almost every business vertical. You can leverage Dataprise either as a co-managed or supplemental asset, or as a completely outsourced IT partner. In both cases, Dataprise allows you to focus on your business and not your IT.

We Assign You Your Own Team

You're assigned a team of experts who you'll know on a first-name basis. This is designed to take the basic day-to-day functions and responsibilities off your hands and lets you continue working on what drives your business. Based on your unique solution plan, you could also have an assigned technical services manager, a program manager, or a technical consultant.

We Deliver Integrated, Resilient Solutions

We manage and support effect, resilient IT infrastructure that enables CIOs to focus on their strategic priorities to compete with unique advantages in their markets. Dataprise does this by leading with cybersecurity, the only way to protect a company and its sensitive data. While our services are comprehensive and integrated, they are also modular, so companies with some internal IT resources can get the help they need in specific areas.



Our IT Solutions Include:

MANAGED CYBERSECURITY

Comprehensive security solutions designed to protect, detect and respond to threats to keep your data secure and reduce risk. Our security services integrate seamlessly with our infrastructure services so that your IT environment is secure.

MANAGED DATA PROTECTION

Business resiliency and continuity is our commitment with modern data protection and industry-leading Disaster-Recovery-as-a-Service (DRaaS) fully integrated with cybersecurity.

MANAGED SERVICE DESK

Integrated with our security and infrastructure services, our multi-channel support experience solves your user issues quickly and helps identify trends and issues in your IT environment.

MANAGED INFRASTRUCTURE

Our Managed Infrastructure we create optimized , cohesive, and streamlined IT environments across server, storage, and network components and easily scales as an organization grows.

PROFESSIONAL SERVICES

We provide a comprehensive suite of professional services across a wide array of technologies and solutions. From migrations to IT assessments, we have the expertise you need to take your organization's IT environment to the next level.

FIELD SERVICES

We provide highly technical resources to assist your organization. From end-user management to IT services management, our certified consultants can fill your IT department gaps and help you focus on running your business.

MANAGED MOBILITY SERVICES

End-to-end mobility management from strategy, procurement, and deployment to configuration, support, security, and management.

MANAGED COMMUNICATION AND COLLABORATION

Our highly scalable unified communications solutions provide users with the benefits of a traditional phone system plus an extensive set of rich collaboration features.

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PERSONA:
Finance CIO

TITLES:
CIO, VP of IT (reporting to CXO)

"IT is now the primary catalyst for competitive advantage and strategic disruption in financial services"

- Deloitte

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KEY ATTRIBUTES
- Building and managing infrastructure that supports large amounts of sensitive data, security is key
- Aligning technology investment with business leader priorities

REPUTATION
- CIOs earn their reputations, and political capital, by delivering results that the organization and the business units deem valuable
- In charge of aligning the business and IT goals

JOB FOCUS
- Manages organization's IT systems, resources, and investments as well as ensure risk mitigation
- Ensure the organization's systems are always up-and running and ready to support the business
- Investigates how the organization can use its technological prowess, speed, and customer service to outperform rivals

VALUES
- New technology, staying current, not falling behind the pack
- Responsiveness, innovation, and partners that make them 'look good'

PET PEEVES
- Inefficient business practices
- Outdated IT and wasted time

PAIN POINTS
- Merging legacy and modern technology – integrating seamlessly to maximize efficiency and ROI
- Team management: Modernizing their technology teams to align with necessary skills to support the business (cyber, cloud, AI, digital transformation)
- Lack of strategic implementation – setting a plan to account for all risk of data
- Automation technologies that deliver a competitive advantage

FEARS
- Business risks due to IT gaps – cybersecurity risks and breaches
- Compliance gaps resulting in fines
- Being deemed "irrelevant" by the C-Suite; Losing a seat at the table

INFLUENCERS
- Industry Regulators: SEC, FED (Federal Reserve System), FDIC (Federal Deposit Insurance Corporation), NCUA (National Credit Union Administration), FINRA (Financial Industry Regulatory Authority), OCC (Office of the Comptroller of the Currency)
- Top Competition
- Financial CIO Peers
- Industry Analysts (Garter, Aite Group)

MOTIVATORS
- Being a driver of business growth and success
- Professional Growth: 84% of CIOs at top-performing digital businesses have dramatically expanded beyond the IT function, with innovation and transformation becoming prime responsibilities

READING LIST
- CIO.com
- Gartner CIO Agenda: The leadership, organizational and technology priorities CIOs must address in 2021
- Wall Street & Technology

REPORTING STRUCTURE
- Deloitte found 33% report to the CEO, 22% to the CFO, 11% to the COO, 9% to a global CIO, with the rest in a myriad of complex reporting structures.
- Smaller midmarket organizations may have VP of IT/Technology reporting in CXO

DATAPRISE



PERSONA:
CIO Legal Organization

TITLES:
CIO, VP of IT, CEO

"Technology, combined with market forces and client demands, will transform the practice of law and the delivery of legal services."

- Bloomberg Law

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KEY ATTRIBUTES
- Responsible for digital transformation
- Drive IT innovation and optimization for the business to increase efficiency
- Securing client and enterprise data

REPUTATION
- Strong leadership skills
- Bridging the gap between IT and the C-suite team, making sure they are ahead of the curve

JOB FOCUS
- The CIO is tagged with innovating a "broad technology agenda to help the business profit from leading-edge initiatives" – Janco
- Streamlines practices to increase margins
- The CIO aligns IT objectives and enterprise objectives, while coordinating IT across the enterprise

VALUES
- New technology, staying current, not falling behind the pack (bleeding edge vs. leading edge)
- Long-term planning

PET PEEVES
- Aging infrastructure
- Aligning culture with strategy

PAIN POINTS
- Merging legacy technology with modern technology
- Connectivity and collaboration within the organization and through the client experience
- Managing the digital workforce
- Implementing precautionary cybersecurity measures to protect their data - ABA

FEARS
- Data breaches and cyber-attacks; Law firms host confidential information for their enterprise and clients.

INFLUENCERS
- Industry Regulators – BAR association, State-level Supreme Courts
- Thomson Reuters

MOTIVATORS
- Being a driver of business growth and success
- Integrating culture and IT
- Peers and competition, staying ahead of the pack

REPORTING STRUCTURE
- CIOs report mainly to CEOs and COOs in a legal setting

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PERSONA:
CIO Healthcare Organization

TITLES:
CIO, VP of IT, CEO

"The intersection of healthcare and technology coupled with the best system implementation experience is a winning combination for the health systems to dominate and stay relevant in the industry"

- Forbes.com

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KEY ATTRIBUTES
- Responsible for digital transformation of the organization, including improving patient experience
- Drive IT innovation and optimization for the organization
- Securing patient records and data

REPUTATION
- Strong leadership skills
- Bridging the gap between IT knowledge and employees

JOB FOCUS
- The CIO is responsible for data management and security
- Supports digital solutions for patient engagement
- Focuses on Artificial Intelligence technologies that enhance organizational practices and reduce costs

VALUES
- Setting clear agendas
- Long-term planning
- Creating an easy-to-navigate IT system for patients to access and experience

PET PEEVES
- Aging infrastructure
- Aligning internal culture with business strategy

PAIN POINTS
- Security and compliance
- Data sharing and supporting radical interoperability
- Merging legacy technology with modern technology
- Foundation technology – existing healthcare infrastructure isn't ready for future trends with virtual care

FEARS
- Rethinking physical infrastructure and potential expansion strategy
- Patient and enterprise data security – "A single person's personal health information is worth at least 25 times more than a credit card's information on the black market, turning healthcare organizations into prime targets" – Forbes art

INFLUENCERS
- Industry Regulators – CDC, EPA, USDA, HIPPA – official WHO document

MOTIVATORS
- Adjusting to patient expectations of virtual care
- Health systems going global, medical tourism is a great opportunity to increase net revenue, people want the same quality of care from the US in their home countries. – Forbes
- Integrating culture and IT
- Peers and competition, staying ahead of the pack

REPORTING STRUCTURE
- CIOs report to CEO and COO in healthcare

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PERSONA:
CIO Non-profit Organization

TITLES:
CIO, VP of IT, CEO

"Technology is the key to long-term success"
- Salesforce

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KEY ATTRIBUTES
- Drive IT innovation and optimization for the organization in support of its mission
- Educating organization on security -- CIOReview

REPUTATION
- CIOs earn their reputations, and political capital, by delivering results that the organization and the organizational units deem valuable

JOB FOCUS
- Fundraising – Supporters of Non-profits want specific proof their investment is making a clear impact
- Measures and reports on metrics to ensure organization is operating efficiently
- Identifies operational inefficiencies and streamlines practices
- CIOs must help find ways to enhance tech tools and support line of business applications such as donor management and fundraising platforms

VALUES
- New technology, staying current, not falling behind the pack
- Long-term planning and using technology to drive mission success

PET PEEVES
- Aging infrastructure
- Inability to align internal culture with business strategic priorities

PAIN POINTS
- Pressure for the organization to position themselves more "businesslike"
- Prioritizing technology initiatives across the organization and expectations management
- Merging current and legacy technology
- Integrated data collection and analysis
- Connectivity within organization
- Working within a limited budget

FEARS
- Data breaches and cyber-attacks as one attack could devastate a non-profit depending on its size

INFLUENCERS
- Industry Regulators – Both State and Federal level regulations exist to prevent fraud. Most of the time the states govern over non-profits as they must register with the state and file a charter
- IRS as they fall under 501(c)(3) organizations

MOTIVATORS
- Achieving their organization's mission and being a driver of organizational growth and success
- Respect from peers

READING LIST
- NTEN

REPORTING STRUCTURE
- Some small non-profits outsource their CIO needs, others have the role blended into CEO, CTO

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PERSONA:
CIO Banking Organization

TITLES:
CIO, VP of IT

"Connectivity between front, middle and back office is vital for banks to deliver value at speed. Rapid responsiveness to market signals and customer needs is essential"

- KPMG

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KEY ATTRIBUTES
- Their consumers' data is always top of mind. Banking CIOs are always looking for security and risk management for the massive amounts of sensitive data they hold

REPUTATION
- CIOs earn their reputations, and political capital, by delivering results that the organization and the business units deem valuable

JOB FOCUS
- Transformation with market - The CIO's main role is to shift the bank toward a more flexible and modular system as digital banks and banking rises
- Creating a competitive advantage - CIOs need to support the larger business goals that expand customer centric initiatives and drive growth
- Minimize risk - CIOs ensure all assets and systems are fully protected, available and adhering to regulations
- "The CIO analyzes how emerging technologies benefit the organization or improve an existing business process." - Enterslice

VALUES
- New technology that mitigates risks and allows banks to stay current, not falling behind the pack
- Responsiveness, innovation, and partners that make them 'look good'

PET PEEVES
- Inefficient business practices that slow progress
- Resistance from internal culture to embrace transformation or invest in new technologies

PAIN POINTS
- Constant re-evaluation is now required to stay protected. Banking CIOs are always looking for preventative action to stay ahead and combat the risks, such as data breaches
- Addressing aging infrastructures and determining how to upgrade and keep secure
- Merging legacy technology with modern technology

FEARS
- Business risks due to IT gaps – cybersecurity risks and breaches
- Compliance gaps resulting in fines
- Falling behind the competition, resulting in lost market share and assets under management
- Being deemed "irrelevant" by the C-Suite; Losing a seat at the table

INFLUENCERS
- Industry Regulators – Federal Reserve Board, Federal Deposit Insurance Corporation, Office of Comp of the Currency, Commodity Futures Trading Commission, SEC, Consumer Financial Protection Bureau (Examples Here)
- Top Competition
- Industry analysts (i.e., Gartner, Forrester)

MOTIVATORS
- Being a driver of business growth and success
- Providing a safe experience for clients and their data

READING LIST
- CIO.com
- Gartner CIO Agenda: The leadership, organizational and technology priorities CIOs must address in 2021
- American Banker

REPORTING STRUCTURE
- Deloitte found 33% report to the CEO, 22% to the CFO, 11% to the COO, 9% to a global CIO, with the rest in a myriad of complex reporting structures
- Smaller midmarket organizations may have VP of IT/Technology reporting in CXO

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Dataprise Managed Cybersecurity

There's a better way to do security. Protect your systems, applications, and data with Dataprise Managed Cybersecurity.

Dataprise Managed Cybersecurity solutions provide strategic, comprehensive services designed to augment or establish an effective cybersecurity program.

Our solutions utilize next-gen technology, a team of experienced and certified cybersecurity experts, and proven processes based on recognized industry standards to minimize cybersecurity risks no matter what new threats arise. We address all facets of cybersecurity and integrate across your IT environment, allowing your team to focus on growing your business instead of securing it.

Eliminating the cost of cybersecurity breaches avoids an average cost of $2.4M from a malware attack.

Eighth Annual Cost of Cybercrime Study Accenture, 2020

Our Managed Cybersecurity Solutions Include:

Cyber Program Management

In cybersecurity, there is a growing gap between the need for security and the ability to hire and retain talented information security staff to develop and maintain a full-time security program. Our Cyber Program Management includes the expert resources you need to identify gaps in your environment and develop plans to remediate.

Managed Detection & Response

Backed by 24x7 security monitoring, incident detection, validation, and reporting, our Managed Detection and Response services deliver the inteligence, insight, and protection your business needs to secure your systems, applications, and data against cyber threats.

Continuous Vulnerability Management

Dataprise's Continuous Vulnerability Management provides insight into the security of your network and enhanced transparency within internal and external perimeters, resulting in custom recommendations and an effective vulnerability remediation plan.

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DATAPRISE DATA SHEET

Dataprise Managed Cyber: Premier

What is Managed Cyber: Premier?

Dataprise Managed Cybersecurity solutions provide the real-time detection, validation, reporting, and response capabilities needed to protect an organization's IT environment from end-to-end.

We expertly combine a world-class managed detection and response with a complete cybersecurity program to increase visibility, shut down bad actors quickly, and dramatically improve your total security posture.

Beyond next-gen cyber technology, you receive an elite security team defending and protecting your organization 24x7 at a fraction of the cost of building the capability in-house. Our security professionals, analysts and hunters are always on and ready to detect, investigate and remediate any threat, any time.



IDENTIFY

We identify your assets, the threats to those assets, and your vulnerabilities to those threats.



PROTECT

We fortify your security layers with a focus on endpoints and users.



DETECT

We uncover threats fast by linking data, intelligence, automation and analysts.



RESPOND

We stop attacks in their tracks before they can impact your business.

Advantages of Dataprise Managed Cybersecurity

Fill the gaps to modern cybersecurity. Dataprise Managed Cybersecurity is the smartest way to save time, money and your job. One call to us puts you on the path to the people, technology, and proven methods to swiftly recognize and respond to the oncoming rush of threats.

We can enhance your existing security strategy or deliver a complete solution to a attain cybersecurity maturity quickly and confidently.



Protecting Each Layer: Human, Perimeter, Network & Endpoints

Receive comprehensive data protection and 24x7x365 cybersecurity coverage.



24x7 Monitoring & Response

Our lightweight agent offers powerful monitoring with zero impact on performance.



Elite Security Team

Our cybersecurity program is designed and supported by security experts who combine their knowledge with leading tools.



Visibility & Assessments

Gain full visibility into your environment's network, endpoint, and cloud activity.

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Strengthen Your Defenses with Complete Managed Cybersecurity

We Protect Your Organization

Next-Gen Endpoint Detection, Protection & Response
Continuous, comprehensive endpoint visibility that spans detection, response and forensics to help ensure nothing is missed and potential breaches are stopped

Removable Media Access Control
Gain control and visibility over USB devices to stop data leaks and implement policies

Endpoint Isolation
Quickly stop threats from between endpoints to control and minimize risks

Malicious Web Content Protection
Protect users and your business from malware and other risks on malicious websites



We Detect & Investigate Threats Fast

Whether you want to minimize the cost and damages that result from an incident, or you're concerned that you've been breached and don't know it, Dataprise threat detection is here to help.

24x7 Security Monitoring, Incident Detection, Validation, and Reporting
Rapid response guaranteed. Our monitoring, detection, validation, and reporting solutions are fueled by our deep understanding of the attacker mindset.

Security Log Ingestion and Correlation
The foundation for modern security monitoring. Refined log ingestion, monitoring and event correlation tracks events in real time, prioritizes leads, and sends them to experts for review.

Threat Intelligence
Not just details, but the context you need to react intelligently. Our security experts will provide the visibility you need on the latest threats that matter to their business.

Proactive Threat Hunting
Timely status updates keep you up to date.

Advanced Endpoint Security Incident Detection
Timely status updates keep you up to date. We'll let you know if attackers have breached your first line of defense. We stop breaches in their tracks from every possible entry point, leaving no desktop, laptop, server, or mobile unguarded.

Insider Threat Detection
Safeguard your mission-critical assets. We work with you to find and remediate existing vulnerabilities and establish processes and automation that prevent or mitigate the damages of insider threats.

Dark Web Monitoring
Detect compromised credentials in real-time, so you can stop worrying. We monitor your credentials and will alert you if your information is compromised.

Firewall Availability Monitoring
Detect compromised credentials in real-time.
Track health, availability, and performance.

We Alert & Respond Quickly

Stay in control with our proven, methodical, and evidence-based approach.

Automated Incident Response
Our automated response to security threats enables the SOC to triage more effectively, and to respond to critical events faster.

Malware Removal
We offer powerful protection that stops infections in their tracks.

Incident Response Plan
We ensure that in the event of a security breach, the right personnel and procedures are in place to effectively deal with the threat.

Remote Incident Response
Rapidly gather security-related forensics from an affected device anywhere on the planet.

Customized Incident Response Playbook
Our incident response playbooks give your business an established workflow for specific types of incidents or threats, so you're prepared for the worst.

We Assess, Test & Advance Your Security Posture

Continuous Vulnerability Scanning
We eliminate the waiting period between scans by scanning your environment at the frequency you choose.

Security Awareness Training
We equip the members of your organization with the knowledge they need to protect themselves and your organization's assets.

Cyber Maturity Model Assessment
We evaluate your organization's security posture at a broad level and provide actional insights to improve.

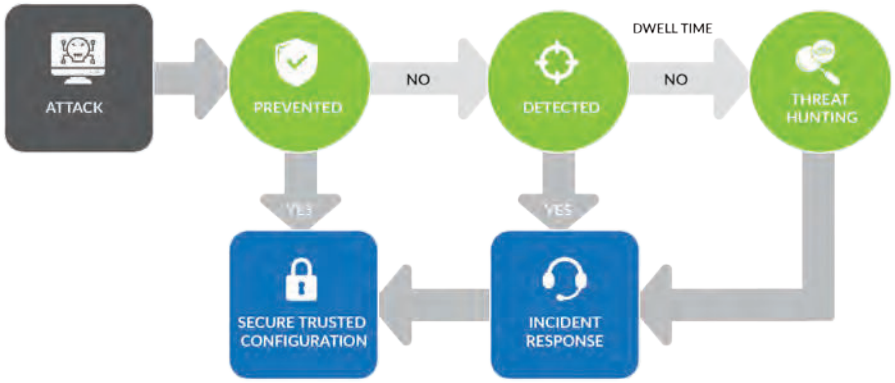
External Penetration Testing
Designed to test the effectiveness of perimeter security controls to prevent and detect attacks as well as identifying weaknesses in internet-facing assets.

Phishing Simulations & Testing
Our simulations reduce the risks of cyber threat by ensuring your employees can detect and avoid phishing threats.

Firewall Configuration Assessment
We assess and review your firewall on an ongoing basis so your first line of defense maintains its effectiveness.

How Dataprise Managed Security Works

Managed detection and response services provide threat detection and security incident reporting and cyber response through the real-time monitoring of security systems events and logs. We monitor infrastructure, providing detailed analysis and relevant alerts against a globally sourced catalogue of known and emerging security threats.



Managed Infrastructure Solutions

DATAPRISE

Elevator Pitch

Dataprise managed infrastructure solutions make it simple for your organization to budget, manage, and understand your IT support. Our managed infrastructure solution includes support from the desktop to the server and everything in-between so your organization can focus on driving its mission forward.

Our comprehensive Managed Infrastructure plans include five distinct parts that work together seamlessly as one integrated managed support service:

- Server Management –physical, virtual or cloud-based servers
- Storage Management –on-premise or cloud-based storage
- Network Management – Network communications devices both LAN and WAN
- Data Protection
- UCaaS

Together, we'll invest in the health and stability of your network through proactive management and maintenance of your infrastructure to ensure optimal performance and to create long-term value. We embrace leading technologies to help reduce downtime, improve efficiencies, and enhance employee productivity so that technology can enable your business to be the best at what it does.

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Features and Benefits

- 24x7x365 monitoring and alerting
- Troubleshooting, remediation and support
- Patching and updates that secure the stability of your network
- Inventory/asset reporting
- Lower total cost of ownership to provide the same level of support in-house
- Plenty of skilled, trained and certified technology experts across multiple technologies to ensure your IT infrastructure runs optimally
- Peace of mind - remove the necessity to run IT and run the business
- Partnering with us gives you the flexibility to easily integrate with our other services, while also gaining the scalability to meet your IT needs today and beyond

Objections and How to Overcome Them

Common objection #1:

We don't have the budget with the uncertainty caused by the pandemic.

Rebuttal: Are you aware of the financial consequences of downtime to a business of your size?

Common objection #2:

Our business has very sensitive data we and we feel uncomfortable allowing third-party access to it.

Rebuttal: We have worked with a number of organizations in various industries and understand their stringent compliance and data access requirements. We'll work with you to determine the bare minimum access we need to perform our functions, and you will be able to monitor our activities every step of the way.



DATAPRISE

Managed Infrastructure Solutions

Opportunity and Qualification Script

Intended for Technical Influencers

PAIN POINTS	QUALIFYING QUESTIONS	CONCERN QUESTIONS	SOLUTION
IT leaders spend a significant amount of time building and maintaining their IT infrastructure.	Are you currently using an outsourced provider for your IT infrastructure? If so, for what areas?	Do you feel you are able to focus on developing your core business?	Outsource your IT operations with a trusted partner like Dataprise. We provide you with scalable, easy-to-budget solutions and better insight into your IT investment via reporting so your IT team can concentrate on developing your core business instead of building and maintaining your IT infrastructure.
Current IT support is slow to respond (internal or vendor)	Why are you looking to change your current support model?	Do issues and IT support requests take a long time to resolve?	Proactive support and fast issue remediation are part of our IT management services, leaving you to focus on the growth of your business.
IT support/infrastructure not able to keep up with company growth/change	How does your current support model scale with your business?	Does adjusting your current IT support to fit your company growth take away from your internal team's focus on business goals?	Our comprehensive and flexible IT management model simplifies budgeting with a predictable, fixed-fee that easily scales as an organization grows.
IT infrastructure management is increasingly complex and requires a specialized skill set.	What percentage of your IT department is specialized in infrastructure management?	How much time does your IT department dedicate to managing your infrastructure?	Partnering with Dataprise means your environment will be handled by specialists ready to handle the modern complexities of IT infrastructure management.

DATAPRISE DATA SHEET

Managed Infrastructure Services: Endpoint

The number of endpoint platforms and devices organizations are tasked with managing, maintaining, and securing continues to grow exponentially. The sheer volume of diverse endpoints coupled with new complexities (e.g., hybrid workforce), translates into increased burden, overhead, and risk for organizations.

Dataprise Managed Endpoint allows organizations to easily overcome these challenges and ensure the continued health, security, compliance, and performance of their endpoints (e.g., desktops, laptops). We monitor, optimize, patch, and support disparate devices and platforms without disrupting your users.

24x7 Monitoring

To maintain a watchful eye 24x7, Dataprise deploys and manages a remote monitoring and management (RMM) agent that provides a support mechanism to deploy patches, updates, and perform maintenance activities.

Operating System Patching & Updates

Regular and timely patching is critical to close security gaps and vulnerabilities. Dataprise automates the entire patch management process to proactively improve your security posture, while reducing time, cost and effort.

Optimize Endpoint Performance

To keep your end-users' devices optimized, Dataprise conducts performance tuning and maintenance at regular intervals, including Microsoft Windows disk cleanup, disk defragment checks on non-solid-state drive (SSD) drives, domain name system (DNS) cache flushes, Internet cache flushes and more.

Inventory & Asset Reporting

Gain a unified and centralized view of your endpoint devices through reporting on key factors including patching status, endpoint devices by operating system, and endpoint devices by warranty status.

Continuous Support Available

When paired with Dataprise's Managed User offering, this endpoint device management solution ensures your users have the support they need in case they run into an issues. Our end-user support and endpoint device management includes options for ticket-based troubleshooting for your users' endpoints so that they can get back up and running quickly and efficiently.

Benefits

- Reduce management and operating costs
- Fast, consistent, and simplified administration
- Reporting at every level
- User-centric policy enforcement
- 24x7x365 visibility across the entire universe of managed endpoints

About Dataprise

Founded in 1995, Dataprise is the leading strategic IT solution provider to midmarket IT leaders who believe technology should allow you to be the best at what you do. Dataprise's unbeatable IT solutions and services are tailored to the needs of strategic CIOs and provide best-in-class managed security, network, infrastructure, collaboration, and end-user solutions. Dataprise has offices across the United States to support our clients.

Let's Talk Endpoint Management:

VISIT WWW.DATAPRISE.COM >

Call 1-888-519-8111

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DATAPRISE DATA SHEET

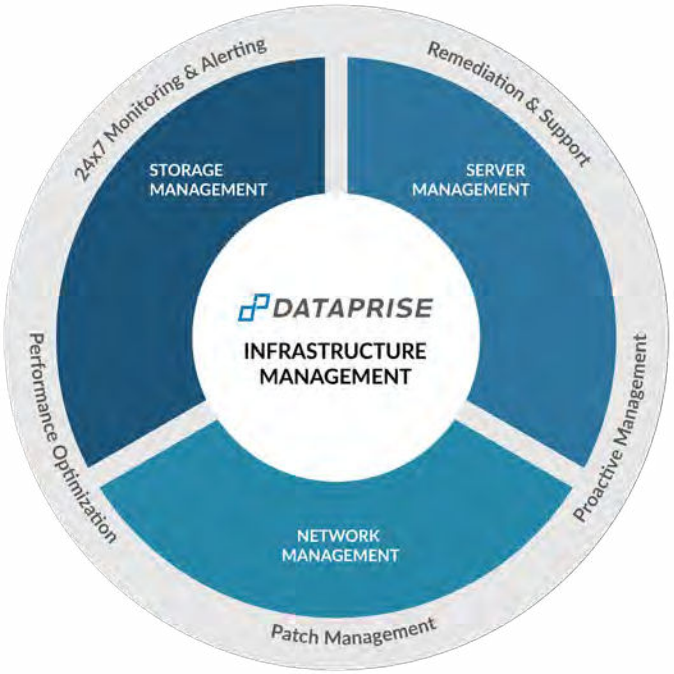
Managed Infrastructure Services:

Server, Network & Storage

Your IT infrastructure must be proactively managed and continuously optimized to deliver the performance and uptime required to drive business. Yet too often IT departments are resource constrained or lack the internal expertise necessary to effectively maintain a world-class infrastructure.

Dataprise Managed Infrastructure Services are the solution. Whether located on-premises, in data centers, or the cloud, we provide proactive management and maintenance of client infrastructures to ensure optimal performance and uptime.

Our portfolio provides flexibility by allowing businesses to select the services necessary to fulfill their specific infrastructure management requirements.



Core Infrastructure Management Services

With Managed Infrastructure Services, Dataprise continually monitors, alerts, and responds to identified issues in the IT Infrastructure to ensure that IT services maintain availability and capacity to enable business operations. Our Server, Network and Storage Management Services include:

24x7x365 Monitoring and Alerting:
The Dataprise Network Operations Center (NOC) is always monitoring availability and follows a proven alerting process to enable rapid resolution. Availability monitoring can be enhanced with:

- Performance Monitoring & Alerting to track key system performance metrics (e.g., CPU load, memory utilization, interface traffic) and alert when best practice performance thresholds are breached
- Capacity Monitoring & Alerting to track critical services and alert when thresholds are exceeded

Remediation and Support:
Dataprise manages response and resolution from infrastructure events and incidents triggered by users, monitoring, alerts, and service requests.. Through rapid remediation, we ensure your network, storage and server infrastructures operate a peak performance.

Inventory and Asset Reporting:
Gaining control and visibility into infrastructure inventory and assets is critical to effective management, compliance and lifecycle planning. Dataprise provides detailed reporting across managed servers, storage and network environments covering key indicators including volume capacity, active status, patching status, and warranty status.

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Enhanced Server Management Services

Dataprise extends the power of continuous monitoring, alerting and response by offering added Server Management Services including:

Operating System Patch Management:
Never miss a critical update. Dataprise conducts thorough patch testing and quality assurance before deployment to close vulnerability gaps.

Performance Tuning and Proactive Maintenance:
Through trend analysis and performance monitoring, both programmatic and identified performance tuning measures are implemented to assist in server performance improvements.

Virtualization Environment Management:
Dataprise delivers complete management of virtual environments and platforms with a focus on monitoring overall environment health, assignment of virtual resources and pools, and storage allocation.

Cloud Platform Management:
Dataprise cloud experts handle management and maintenance of public cloud environments, including resource management on VMs, storage management and allocation to VMs, access management, and subscription management via a cloud platform management console, reporting, and analysis.

Enhanced Network Management Services

Dataprise enhances our continuous monitoring, alerting and response by offering added Network Management Services including:

Device Configuration Backups:
Network devices fail. That is why Dataprise offers centralized backups of device configurations and version history, which enable quick restores to minimize downtime in the event of a failure, corruption, or device replacement.

Device Updates & Patch Management:
Dataprise manages patching of device firmware or operating system to rectify known issues promptly or to address a known software vulnerability.

Performance Tuning and Proactive Maintenance:
By using trend analysis and performance monitoring, Dataprise implements programmatic and identified performance tuning measures to assist in applying solutions or recommendations to improve performance.

Enhanced Storage Management Services

Dataprise expands our continuous monitoring, alerting and response by offering added Storage Management Services including:

Storage System Updates & Patch Management:
Dataprise tests, verifies, and deploys storage operating system patches to rectify known issues or to address a known software vulnerability.

Performance Tuning and Proactive Maintenance:
Through trend analysis and performance monitoring, Dataprise implements both programmatic and identified performance tuning measures to assist in storage performance improvements, including identifying key resource usages patterns, investigating issues, and applying changes.

About Dataprise

Founded in 1995, Dataprise is the leading strategic IT solution provider to midmarket IT leaders who believe technology should allow you to be the best at what you do. Dataprise's unbeatable IT solutions and services are tailored to the needs of strategic CIOs and provide best-in-class managed security, network, infrastructure, collaboration, and end-user solutions. Dataprise has offices across the United States to support our clients.

Let's Talk Business Aligned IT Strategy:

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DATAPRISE DATA SHEET

Dataprise Managed Data Protection

In today's environment, ensuring IT resiliency is paramount to mitigate risk, achieve business continuity and comply with government and industry regulations. Organization's must have complete confidence in their backup and disaster recovery strategies and leave nothing to chance.

Managed Data Protection services from Dataprise solve these challenges via simplified and highly reliable solutions that help protect and enable rapid recovery of critical business data and applications.

Trusted, Resilient & Fully Managed

Dataprise Managed Data Protection delivers high-performance enterprise-grade backup and disaster recovery solutions built for the midmarket and designed for the cloud era. Built on a scalable architecture and fully managed, our solution enables customers to meet their continuity needs reliably and cost-effectively.



Ensure the Health of Your Data Protection Environment with 24x7 Monitoring and Complete Management



Improve Flexibility & Agility with Protection and Rapid Recovery Across Physical, Virtual and Cloud Layers



Eliminate Disruptions & Downtime with a Highly Effective and Secure Fully Managed Solution



Gain Expertise & Confidence with Dataprise's Experts Running Your Data Protection

Full Backup & Recovery Features that Power IT Resiliency

Whether you need backup and recovery, disaster recovery, any point-in-time recovery or long-term retention, Dataprise Data Protection offers the protection you need. Critical features include:

- **Automated & Secure Backup:** Data is backed-up with best-in-class encryption, ensuring data both in-transit and at-rest is encrypted
- **Redundant Storage:** Backups are stored in a highly redundant and secure cloud storage platform to enable rapid recovery
- **Backup Management:** Through full management and monitoring, backup issues are identified and remediated quickly
- **Quarterly Testing and Validation:** Quality and confidence are assured through quarterly testing
- **Reporting:** Gain visibility with weekly backup and repository health reports
- **Standardized Protection:** Unified and scalable architecture for centralized data protection across physical and virtualized environments, disparate devices, and critical applications from core data centers to remote sites

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Dataprise Managed Data Protection with Veeam

As a Platinum Veeam Cloud & Services Provider, we understand the need for fast, reliable, and easy-to-use features that minimize downtime and brings efficiency to recovering data and applications in the event of an outage or disaster.

With this offering we leverage Veeam to enable Backup-as-a-Service (BaaS) and/or Disaster Recovery-as-a-Service (DRaaS) as part of a comprehensive data protection and availability strategy. Veeam Backup and Replication is the industry-leading availability solution for cloud, virtual, and physical workloads.

Dataprise Global Data Vault with Veeam Cloud Connect delivers:

- Local backup with a retention policy
- Enhanced Data Protection our proprietary Insider Protection technology
- Remote backup with a retention policy
- Failover capabilities to our remote data centers

Through using Veeam, we provide additional capabilities including:

- Cloud, virtual and physical backup and recovery options
- Multi-VM Instant VM Recovery
- Powerful NAS backup
- Image-based virtual machine (VM) replication from a VM or backup
- Built-in management and deployment for Veeam Agents for Linux and Microsoft Windows
- Storage snapshots and advanced storage integration
- Enterprise plug-ins for SAP HANA and Oracle RMAN
- Data integration API and Universal Storage API
- Built-in WAN Acceleration including a high-bandwidth mode
- Encryption, compression and deduplication

Advantages of Dataprise's Managed Data Protection with Veeam

Monitoring & Reporting	Support	Testing	Security
• Continuous monitoring of the local and remote backup environment • Real-time status shows recoverability • Daily updates of current local and remote restore points • Single pane web portal	• 100% Veeam-focused • Deep level of Veeam expertise • Assistance with configurations and support at no additional fee • DRaaS – RTO 4 hours/ RPO 8 hours • Replication – RTO/RPO as low as 15 min	• Full annual DR test at no additional cost • Health tests include: alerts with ping and heartbeat testing for low memory, low disk space, antivirus or fire wall problems	• Security perimeter extends to the local backup repository • Enhanced Data Protection takes Veeam Insider Protection to a new level with near gap technology

Cloud-to-Cloud Protection for Microsoft 365

Boost business continuity and resiliency of your Microsoft 365 environment with Dataprise Managed Data Protection services. Through advanced Direct-to-Cloud remote backup technology, Dataprise delivers complete, unified data protection integrated with an organization's business resiliency strategy.

Features At-a-Glance

- Data protection from edge to core to cloud
- Protect virtual and physical servers
- Backup and restore
- Disaster recovery
- No performance impact
- Improved ransomware recovery



About Dataprise

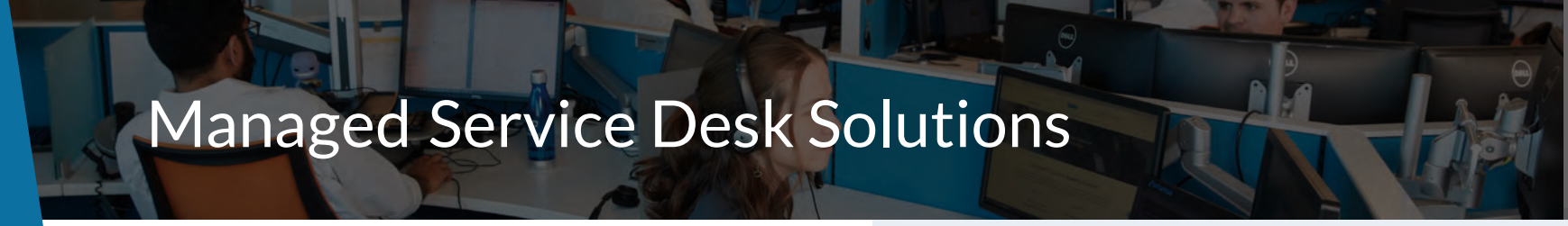
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Managed Service Desk Solutions

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Elevator Pitch

Our managed service desk solutions provide 24x7 comprehensive, multi-channel end-user support tailored to midmarket business needs so that your IT team can focus on supporting your core business goals. Our managed service desk solutions are delivered by an experienced, certified team of engineers dedicated to resolving your end-users' issues quickly and efficiently while providing best-in-class service experience.

Part of a comprehensive yet modular suite of managed services, our managed service desk solutions allow midmarket CIOs to obtain only the services they need to provide outstanding IT support to their users.

Features and Benefits

- 24x7 Multi-Channel End-User Support
- Financially Backed Service Level Agreements
- Field Service Escalations
- VIP Services
- Dedicated local 10-digit service desk phone number included. Toll-free numbers also available.
  - LOB Application Support
  - White-labeled support
  - Standardized reporting for SLAs and trends
  - Ability to scale cost by selecting business-hours only support or 24x7 to match the business need

FAQs

1. Why are there minimum and maximum volumes for SLAs?
Our ability to deliver SLAs effectively is driven by adequate staffing of personnel, and this means hiring and onboarding labor; if a customer has a lot of volatility or volumes are too low in their support volumes, that will compromise our ability to meet SLAs.

2. Can you use our remote control tool?
The technologies we utilize are reliable and secure, and this includes our RMM tool. To offer the highest level of efficiency for service delivery, we only use our internal tool.

3. Does Dataprise offer multi-lingual support?
Yes, Dataprise offers English and Spanish speaking support.

4. How do your Managed Service Desk solutions integrate with my company's existing team?
We work in tandem throughout our partnership to ensure we're aligned with your existing team. Our initial service transition allows for exchanging of KBs, SOPs, etc. and after transition, our internal account teams liaison with your IT organization on a monthly candence. Additionally, we can integrate your ITSM with Dataprise and you receive the same access to the documentation system that we operationally use to support your users.

Objections and How to Overcome Them

Common objection #1:
We don't like the idea of non-US personnel supporting us.

Rebuttal: Regardless of geographic location, our certified engineers are skilled, articulate resources trained on our best-in-class technologies and customer service practices so that they can provide your end-users support quickly and efficiently. In the event your organization requires U.S. only support, we have solutions that will fit your needs.

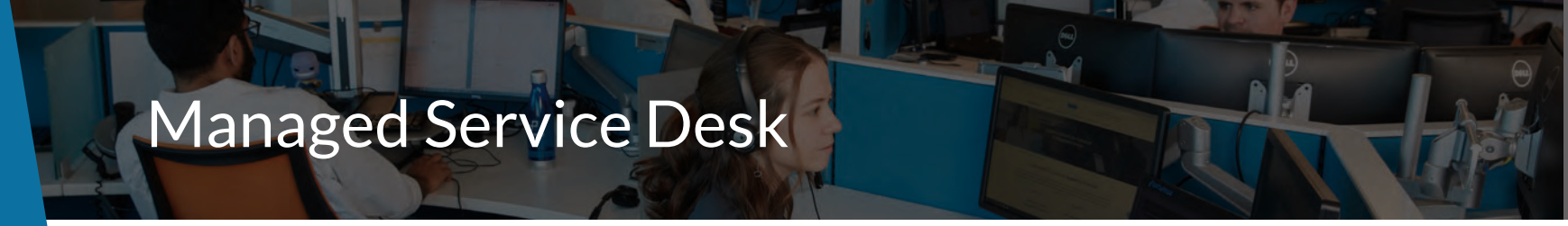
Common objection #2:
Cost is too high.

Rebuttal: Our optimal solution is tied into our multi-pronged approach of using automation tools and discrete teams of experts to increase efficiency and control risk through the integration with our fully managed support stack, where we maintain and support users, endpoint devices, infrastructure, and security. This means we can implement automations and ensure that the customer's environment is as healthy and reliable as possible. Without integration with our other services, we bill on actual support volumes as we cannot assist your organization in improving your IT ecosystem.



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Managed Service Desk

Opportunity and Qualification Script

Intended for Technical Influencers

PAIN POINTS	QUALIFYING QUESTIONS	CONCERN QUESTIONS	SOLUTION
Issues Take Too Long to Resolve	What is the current model of your end-user support?	Does issue resolution time result in significant productivity loss for your business?	Our Managed Service Desk Solutions are delivered by experienced engineers focused on first-call resolution. We want your IT issues solved quickly so you can get back to running your business. Our service desk has certified engineers on staff that take care of Tier 1 – Tier 3 issues, enabling full resolution via a single call
Issues Take Too Long to Resolve	Is your current provider able to reliably/consistently meet SLAs?	Do your current SLAs meet your business needs	We offer financially backed SLAs based on our responsiveness and ability to guarantee you are always receiving effective, efficient, and best-in-class support
Lack of Ability to Staff Support Function	When is support available to your users?	Do you struggle to staff your support function after-hours/on-weekends and in all geographies in a cost-effective manner?	With options for 24x7x365 support, We support your users where they are, when they need it, and how they want to be helped, removing the expenses that can come with building a 24x7 service desk in-house.
Lack of Ability to Staff Support Function	Do you have internal resources dedicated to supporting your users?	Does your internal staff get pulled away from key initiatives to provide support?	With our Managed Service Desk services, we unencumber IT teams so that they can focus on strategic IT initiatives.

Managed Service Desk

SERVICES	MANAGED USER	MANAGED SERVICE DESK
Service Level Agreement	Advanced / Premier	Advanced / Premier
Service Level Agreement (Financially Backed)	Yes	Yes
Pricing	Per User	Per contact w/ Monthly Min. + T&M
Field Services Escalations	T&M, no SLA	T&M, no SLA
CMS Access	Included	Included
Third-Party ITSM Integration	N/A	Project Cost
API for Customer Tool Access to JMS	Included	Included
Customer Ticket Classes / Subclasses	N/A	Included w/ Limitations
Dataprise Remote Access Agent	Included	For RC only
Named Support Credentials	Included	Included
VIP Services	Add. Cost	Add. Cost
Documentation Portal Access	Included	Included
Any Agent Geography	Included	Included
U.S. Only	Add. Cost	Add. Cost
Custom Toll-Free Number	Add. Cost	Add. Cost
Custom Local DID Number	Included	Included
Reporting	Standard Reporting Set	Standard Reporting Set



Dataprise Managed Service Desk

Managed service desk solutions that support your users where they are, when they need it.

Supporting your end-users can be time-consuming. Fully optimizing and securing their technology can be near impossible. Let us take care of I.T.

Our Managed Service Desk solutions help organizations focus on their strategic IT initiatives and increase productivity through best-in-class end-user support. With a 24x7 multi-channel service experience, you can rest easy knowing your employees are supported with efficient technology that enables them to drive your organization's mission forward.

We can help your business:

1. Keep your employees productive and happy with a best-in-class support experience
2. Support a remote and hybrid workforce where they are located
3. Allow your IT team to focus on strategic projects that help you achieve your mission
4. Scale your support as your business expands with new team members or in new geographies



Benefits of our Managed Service Desk Solutions Include:

- Multi-channel user support
- Options for U.S.-based and 24x7 support
- Financially backed service level agreements (SLAs)
- VIP services
- Options for Line of Business (LOB) application support
- As needed field service escalations
- White labeling abilities
- Reporting and insights
- Integration with our fully managed support stack, where we maintain and support users, endpoint devices, infrastructure, and security

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Dataprise *Managed Communication and Collaboration*

Elevator Pitch

Our *Managed Communication and Collaboration* is focused on empowering our customers and transforming the way they manage their business operations by recommending and implementing cost-effective, highly scalable communication and collaboration solutions, including Unified Communications-as. These solutions provide users with all the benefits of traditional telephone systems, plus an extensive set of rich collaboration features.

By partnering with Dataprise on *Managed Communication and Collaboration*, we can assist your organization with the following:

- Finding the communication solution that meets your business requirements
- Optimizing your communications solution and network availability
- Leveraging vendor relationships to obtain better pricing and eliminating the need to go direct
- Implementing your optimal solution into your environment

Dataprise has been a leading provider of communication and collaboration services for over two decades, and brings successful experience delivering comprehensive cloud-based solutions to hundreds of midmarket organizations to ensure that your business is always connected.

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Features and Benefits UCaaS

Unified-Communications-as-a-Service (UCaaS)

UCaaS is a single cloud communications solution offering integrated voice, video, messaging and team messaging. We help find the right technology and capabilities for your workforce needs.



Features and Benefits of UCaaS:

- Quick and easy management / maintenance of any feature or setting for every employee remotely via a single secure online portal
- Single centralized system for the entire organization via direct extension dialing across all locations
- Increase employee productivity by enabling the option to work from anywhere
- Ability to control caller ID on outbound calls
- Real-time detailed reporting and analytics
- Face-to-face collaboration with clients in real-time via video conferencing
- Access to check voicemail, fax, video conference, and make calls from any device
- Quickly and easily reroute calls, enable emergency overrides, and access features even if the

Features and Benefits CCaaS

Contact-Center-as-a-Service (CCaaS)

Support and communicate with your customers seamlessly with CCaaS. This cloud-based, high-quality customer experience solution allows your company to achieve inbound and outbound communication with customers or prospects using their preferred communication method.

Features and Benefits of CCaaS

- Intelligent Call and Email Routing
- Integrations with CRM, Database and RESTful API
- Workforce Optimization and Management
- On-Demand Access to Customer Account Information and History
- Voice, Email, Chat, and Social Media Channels
- Quick scalability to effectively react to market, seasonal, or objective changes
- Deliver high-quality omni-channel customer experiences (Voice, Email, Chat, Social Media)
- Reduce need for large, upfront capital expense and pay only for resources and services used
- Avoid productivity disruptions and increase business continuity
- Advanced reporting and analytics to evaluate customer experience





Dataprise *Managed Communication and Collaboration*

Objections and How to Overcome Them

Common objection #1:
We already have a telecommunication solution in place, why change?

Rebuttal: As with all technologies, telecommunication solutions have grown more robust and can be better tailored to suit business needs. Does their current solution offer seamless failover? Does it provide effective options for a remote workforce? We can help tailor a solution that meets all your ideal communication requirements.

Common objection #2:
This sounds expensive; we cannot afford to add any additional cost to our bottom line.

Rebuttal: Our UCaaS and CCaaS solutions reduce the need for expensive upfront costs with the added freedom and flexibility to run on a system that fits your business needs.

Common objection #3:
What can Dataprise do to ensure video conference security for our end-users who are working remotely?

Rebuttal: Security for video conferencing is a concern for many companies as they move into a remote workforce. Dataprise's telephony experts will work with you to ensure proper setup of your video conferencing/communications solution and can provide guidance on best practices so you and your end-users have peace of mind.

Opportunity and Qualification Script

PAIN POINTS	QUALIFYING QUESTIONS	CONCERN QUESTIONS	SOLUTION
Managing multiple communications platforms for a distributed workforce can be time-consuming, costly, and lead to lost productivity.	Would your business benefit from a single cloud communications solution offering integrated voice, video, messaging, and team collaboration? Are you interested in a cloud phone solutions that integrates with Microsoft 365, Google apps, and provides free unlimited file sharing?	Do you think your company would improve productivity if employees could manage projects with one solution for video conferencing, texting, and audio conferencing – on their desk AND mobile devices? Are you satisfied with how remote access is currently being handled/managed?	We can work with you to find the right Unified Communication solution that offers instant messaging, web and video conferencing, content sharing, and traditional voice services in a single comprehensive suite so that your entire workforce remains connected and employee productivity increased.
Highly reliability and connectivity is critical, especially with a distributed workforce.	Are you facing any reliability challenges with your current phone system?	How well does your communication system handle 24/7/365 business continuity for internal and customer communications? What if there's a natural disaster or severe weather – can you manage calls remotely?	Our communication and collaboration solutions help your organization reduce productivity disruptions and increase business continuity by utilizing industry-recognized cloud-based solutions that are hosted on highly secure, redundant infrastructure and offer rerouting capabilities.
Would having access to call analytics including call transfer, hold times, call volume, and other SLA metrics as part of your cloud phone service help executive management improve your customer service interactions?	Would having access to call analytics including call transfer, hold times, call volume, and other SLA metrics as part of your cloud phone service help executive management improve your customer service interactions?	Are there issues in your customer service experience that are not tracked or analyzed due to your phone system today?	Our CCaaS solutions can help you gain valuable insights: complete interaction journey, quality management and extension performance analytics for real-time business insights and troubleshooting. This can help lead to the insights you need to improve and elevate your customer experience.



Dataprise *Managed Communication and Collaboration*

Connect Your Workforce with Reliable and Streamlined *Managed Communication and Collaboration*

In today's business environment, your workforce needs to stay connected no matter where they are located at any given time. Dataprise offers cost-effective, highly-scalable communication and collaboration solutions that provide your users with all of the benefits of a traditional telephone system plus an extensive set of rich collaboration features.

Managing multiple communications platforms for a distributed workforce can be time-consuming, costly, and lead to lost productivity.

Whether managing an on-premises, legacy solution or keeping up with multiple communication platforms, the need to keep communications secure and accessible limits your organization's ability to focus on more strategic IT initiatives. We eliminate this challenge by providing and managing a high-quality solution which is optimized for your business.

Dataprise *Managed Communication and Collaboration* streamlines your communications and delivers high standards of reliability and security.

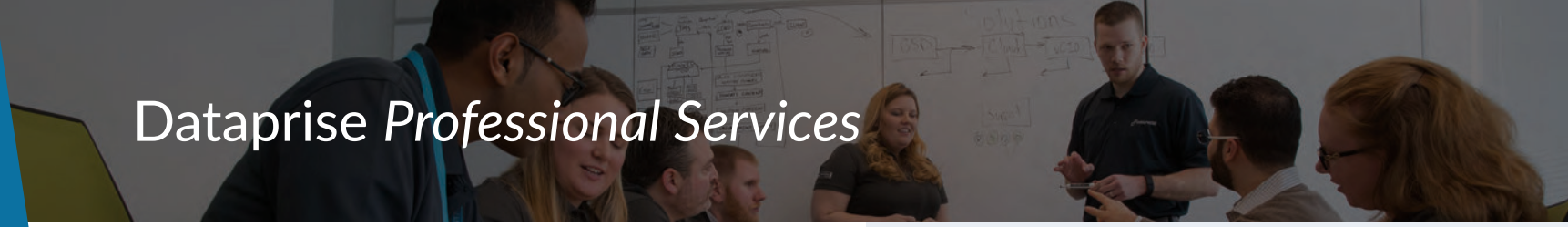
In a market saturated with options, making the right choice can be difficult. Our expertise and industry partnerships make us the ideal partner to help you identify and implement the right communication and collaboration solution to ensure business continuity, reduce complexity, and enable mobility for your organization.

Dataprise has the right team to help you design and implement the right solution for your business

- Access to a dedicated Communication and Collaboration team with years of experience and specialized skills
- Ability to simultaneously quote multiple vendors
- A vendor-agnostic approach to solution design which prioritizes your needs over all else
- Ability to leverage vendor relationships to obtain better pricing than purchasing direct from the vendor
- End-to-end support through the entire solution lifecycle (i.e., design, implementation, installation, testing, and management)

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Dataprise *Professional Services*

Elevator Pitch

Dataprise Professional Services helps organizations navigate through technological change with expert know-how. No matter what stage your IT a rchitecture is in, we're here to help with insight, people, processes, and technology. Our Professional Services will work with you to plan and implement your strategic initiatives and projects, and includes seven distinct parts:

- Project Management Office (PMO) Services
- Technical Delivery
- Assessments and Audits
- Consulting and Advisory Services
- IT Strategic Planning
- IT Financial Strategy
- Application Development (AppDev)

Our assessment, audit, consulting, strategic planning, and financial strategy services will help your company unlock its potential using the technology that you need, at the scale required, so you can meet your businesses strategic goals.

Our technical delivery solution is perfect for IT implementation projects.

Our Application Development can help you gain an advantage with your Microsoft technology and drive your organization forward.

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Features and Benefits

- Over two decades of experience managing projects to help businesses thrive.
- Personalized guidance of our IT professionals.
- Expertise in industry best practices through extensive experience and certifications.
- Deep technical expertise on a wide range of technologies.
- Our Project Management Office (PMO), which is separate from our Managed Services functions, has a defined methodology with years of lessons and learned data that help us continue to improve.

Key Differentiators

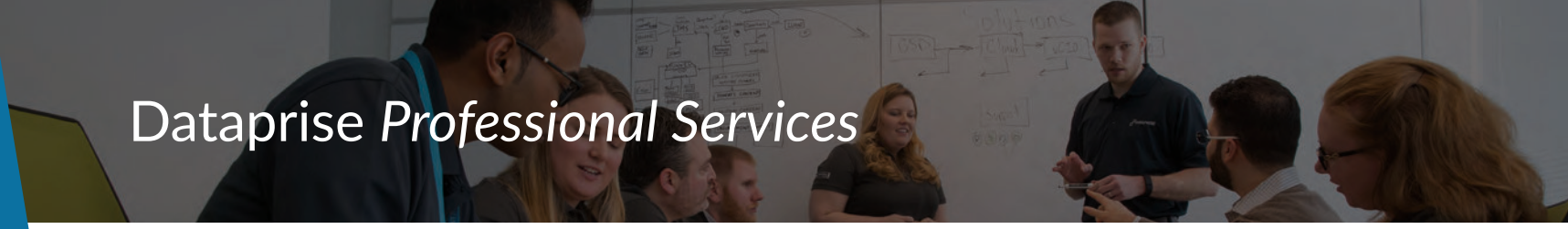
- Full Spectrum of Professional Services: Dataprise provides high level, strategic consulting down to tactical, technical IT projects that implement parts or entire technology projects for organizations

- Project Management Expertise: We provide PMP certified project managers to assist with every technical project we perform. The customer gets a professional experience while having a PM oversee that all timelines are met, provides regular communication and updates, and ensures every phase of the SOW is complete

- We offer different options to purchase depending on risk levels:

  - Fixed-Price Projects: Dataprise assumes all risk when implementing a project. As long as the scope doesn't change, Dataprise is responsible for fulfilling everything in the contract and its up to us to complete the engagement with the hours allotted

  - Time and Materials Projects: Dataprise shares the risk with the client. Price rates are lower but if the project takes longer than anticipates, we will charge more. This is best for small engagements or scopes of work that do not have a clearly defined end-point/deliverable



Dataprise *Professional Services*

Opportunity and Qualification Script

PAIN POINTS	QUALIFYING QUESTIONS	CONCERN QUESTIONS	SOLUTION
IT leaders are lacking key stakeholder support for a digital transformation.	Have you been successful in translating the benefits of a technological shift to key stakeholders at your organization?	Are you concerned about securing executive buy-in for funding and prioritization for a digital transformation project?	Highlight to your stakeholders that due to the insatiable customer appetite for better and more efficient service, digital transformation is now a bit of an arms race. Companies that resist it risk being left behind by their competitors and customers.
Apprehensiveness about the disruption to process and culture.	Are you worried about some frustration and pushback from your team?	Do you feel that many will be resistant to stopping their work flow in order to learn new systems.	Digital transformation initiatives require not only monetary investments but also a reallocation of human resources and time. Company changes of this scale mean that other projects are put on hold, legacy systems are put under the microscope and either reconstructed or completely uprooted, and new systems are put in place, often requiring retraining and adoption of new skills. However, we will listen attentively to concerns, work with you to find compromises, while showing you how this change will ultimately benefit your work.
The thought of implementing such a disruptive change is overwhelming.	Do you feel that your organization has a clear roadmap and clear goals for this initiative?	Has the implementation of strategic plans in the past resulted in difficulties?	Our highly-scientific approach creates effective strategic plans for the whole lifecycle of implementation.
Current IT team has knowledge gaps.	Is there a difference between what your employees know, and what they need to know to perform all of their functions at a high level?	Are you worried that filling your employees knowledge gaps through in-house hiring is cost prohibitive?	Using our expertise can help fill some of the knowledge gaps in your IT team.



Dataprise *Professional Services*

Helping You Achieve Your Strategic Technology and Business Goals

To help your organization gain a competitive advantage and achieve your strategic IT objective and gain a competitive advantage, we deliver a comprehensive suite of professional services which encompass a wide array of technologies. From cloud migrations to IT assessments, we have the expertise you need to take your technology to the next level and stay ahead of the competition.

Our *Professional Services* drive your strategic IT projects forward and enable your organization to be the best at what it does.

We have the right set of capabilities, expertise, and experience to help your business achieve your strategic IT goals and make technology a competitive advantage.



IT Consulting

Our IT consulting services help your organization build and execute a strategic IT vision for your organization, use technology to transform your business, and ensure that you have the proper structures in place to succeed.



Project Services

IT projects represent a challenge for many mid-market organizations, as it can be cost prohibitive to keep a specialized team with the right resources on staff full time. Dataprise has the diverse technical expertise, process rigor, and proven results to help, whether we are managing the initiative or working alongside your internal team.



Application Development

The right application solutions implemented by the right team can drastically increase productivity, efficiency, and transparency within your organization. At Dataprise, we are Microsoft experts with the capabilities to implement the right solutions in a way that works best for your organization.

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As your organization grows, having the right IT solutions in place becomes an ever more critical concern. Many mid-market organizations must compete against larger enterprises with more resources to devote to IT, making it even more challenging to keep up. By leveraging the help of Dataprise Professional Services, you receive all of the advantages of a fully staffed internal team without the high cost.



Knowledge of Your Environment:
Dataprise Strategic IT Infrastructure and Cybersecurity Services customers benefit from our in-depth preexisting knowledge of your environment, ensuring that the services you receive are optimized to your needs. For new customers, this knowledge is achieved via thorough technical discovery and our white-glove approach.

Flexibility:
At Dataprise, we believe in meeting your organization wherever you are today. Whether you need help building an IT program from the ground up or just an extra set of hands for a temporary initiative, we offer the flexibility and expertise to help. With over two decades of experience and a diverse set of solutions, we are the right partner to help your business thrive.

Expertise:
We help you achieve your technology goals and elevate your IT program based on proven, repeatable processes and adherence to internationally-recognized standards (e.g., ITIL, PMI). You receive a dedicated team of resources with the right skillsets, drawn from our pool of hundreds of full-time IT professionals

A Strategic Partnership:
Our IT strategy consultants, project managers, and technical experts work together to deliver meaningful results on time, within budget. When we help you meet your goals, we all succeed.

A dedicated Professional Services organization to help with all of your IT needs

Additionally, our Professional Services integrate with our Managed Infrastructure and Managed Cybersecurity services, leading to optimized results which are designed based on the current state of your IT environment.

- Professional Services organization dedicated solely to consulting and IT projects
- Deep pool of technical expertise
- Informed scope and project plans when integrated with managed services

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