



WHAT TO EXPECT AS A NEW CUSTOMER

When you sign a Technology Advantage® contract, your Account Manager will work closely with you during each step of the implementation process. They will inform you about what is happening and ensure a smooth transition. Below is a quick overview of what you can expect as a new customer.

Account Management

- Upon signing a new agreement, you will receive a welcome email from your dedicated Account Manager.
- He/She will be your primary contact for any current or future technology needs.
- He/She will follow up with a phone call to introduce themselves and to set up the Pre-Install Meeting where the following immediate needs will be discussed.
 - Network Credentials Form
 - All covered devices need to be onsite the day of the scheduled install
 - Your expectations

Onboarding and Discovery

- Getting setup with Technology Advantage® is extremely easy. Corporate Technologies will send a technician to your site to install our Agents. There will be **NO DOWNTIME** for you or your employees.
- The technician will configure each workstation, server, and network device covered by the Technology Advantage® contract, for monitoring and maintenance.
- In addition to configuring the devices on the agreement, the technician will complete a network review. This is the technology discovery phase of our change management process.
- After completing the discovery process, we will create a Comprehensive Technology Review, which will provide a baseline current configuration and also recommendations for your network within 30 days.

Help Desk Orientation

- Your Account Manager will provide an onsite orientation for your staff on how to access and utilize the services included in your Technology Advantage contract. A brief training on how to spot and avoid phishing and other malicious emails will be included.

Monthly Network Assessment

- Each month you will receive a detailed report on the health of the devices on your network including:
 - performance, stability and security
 - patch compliance
 - at-risk assets
 - warranty issues
- The report will also summarize:
 - each asset with OS, make, model, location
 - ticket summary
 - anti-virus health
 - performance review for each device
 - software review
- Your Account Manager will be available to review these reports with you each month, if needed.

Regular Scheduled Business Review

- Your Account Manager will schedule a time to meet with you to go over a report that shows changes to your network, issues addressed, current issues, and develop an action plan.
- This report will assist in identifying your technology needs and help to plan for future projects and upgrades.