

Managed Services Battle Card

Internal Use Only-Managed Solution Partners



Managed Solution delivers a full suite of managed IT services that help mid-market organizations modernize, secure and scale their operations. Our focus is predictable outcomes, measurable performance and a customer experience that feels genuinely hands on.

Level 1

REMOTE MANAGEMENT & MONITORING

- 24/7 Monitoring and Incident Alerting
- Patch Management and Updates
- Anti-virus and Malware Protection
- Asset Inventory
- Remote Access Capabilities
- Business Intelligence Reporting

Level 2

24/7 HELP DESK SUPPORT SERVICES

- ITSM Ticketing System
- Robotic Process Automation
- End-to-End User Support
- On-Premises and Cloud Server Management
- Network Management
- Security Management
- Microsoft Application Support

Level 3

ON-SITE SUPPORT

- Support from Expert Field Engineers
- Regularly Scheduled Onsite Visits
- White-glove Service and Hands-on Assistance

This is a selective service offering depending on client size and location.

Optional Add-Ons

AVAILABLE AT ANY LEVEL

- Backup & Disaster Recovery
- Network Monitoring
- Compliance-as-a-Service
- Network Penetration Testing
- Hardware-as-a-Service
- Virtual CIO Services
- Azure Cloud Management

Awards



[View All Awards >](#)

Why We Win

Fast Response Standards

We measure success by outcomes, not open ticket volumes. Our team is built to respond quickly, escalate appropriately, and close the loop.

Microsoft First Approach

We optimize security, governance, licensing, and AI adoption directly around Microsoft's roadmap. Partners can rely on us as the Microsoft experts they don't have in house.

Flexible Pricing

Clear per user, per device, and per service pricing with no surprise fees. Easy for partners to quote and easy for customers to understand.

AI and Automation Ready

We prepare organizations for tools like Microsoft Copilot through identity cleanup, device health, data hygiene, governance work and implementation roadmaps.

Real Customer Experience

High CSAT, strong retention, and responsive communication. We act like an extension of the customer's team, which partners feel immediately.

Ideal Clients



100+ seats



High-compliance industries



Microsoft-focused

Past Customer Wins



The Hook

I work with many Executive Leaders in (industry) on ways that technology can improve productivity in their business. One common pain I see in organizations like yours in that your current IT provider and/or teams is not able to keep up with the many challenges facing organizations in (industry) today, such as changing needs of the business, security attacks, and uncertainty around IT spend.

Business Challenges & Our Solution

RAPIDLY CHANGING TECHNOLOGY LANDSCAPE

CHALLENGE: With the increased changes in the field of technology, do you trust your team or current IT provider to have the skillsets and knowledge to make the right technology recommendations for your business?

OUR VALUE: *Depth & breadth of engineering skillsets.*
Unlimited not billing on a per hour basis after contracted monthly hours SoCal based employees (80% engineers). Our team provides many highly certified and skilled engineering resources. We specialists pertaining to networking, systems, cloud, backups, and security.

CUSTOMER SUCCESS

Zephyr Partners increased competitive advantage market share by leveraging technology recommendations made by MS, and result they have grown their business over 200% since becoming a customer.

LIMITED VISIBILITY FOR EXecs INTO CURRENT STATE OF IT

CHALLENGE: Limited visibility for Executive team into current state of business IT health. Whether the company has internal or external IT resources, no or limited viability into the current state of the technology system can keep executives awake at night

OUR VALUE: Provide dashboards, asset management & Leveraging our monitoring tool customers gain instant the assets in their network and the ability to easily proactively issues and warranty expiration.

CUSTOMER SUCCESS

Level 2 Help Desk Support that uses Asset Management. We provide a second set of eyes not only to monitor their systems but to give recommendations on how to improve things for their end users.

Business Challenges & Our Solution Continued

WHEN AN OUTAGE/ISSUE OCCURS LONG RESOLUTION TIME RESULTS IN COSTLY DOWNTIME FOR BUSINESS

CHALLENGE: Companies using a break fix IT provider may find that they're not responsive or knowledgeable about the network when outages occur, causing costly downtime and expensive and rushed fixes.

OUR VALUE: *Monitoring agents & dedicated Technical Account resource* has intimate knowledge of the business IT environment solve issues quickly and proactively look for solutions before outages.

USE CASE

Have backups and availability when an engineer is out sick or on vacation or an outage happens they need a special skill set or second set of hands.

UNPREDICTABLE IT SPEND

CHALLENGE: When servers go down some or all of your business comes to a halt, often the repairs are costly and not in the current budget

OUR VALUE: *Technology roadmap & proactive support model - unlimited support** model that helps our customers eliminate expenses. We also provide proactive tech recommendations issues that are reoccurring to eliminate downtime.

*Unlimited network as it currently exists, any additions to the network are billed T&M