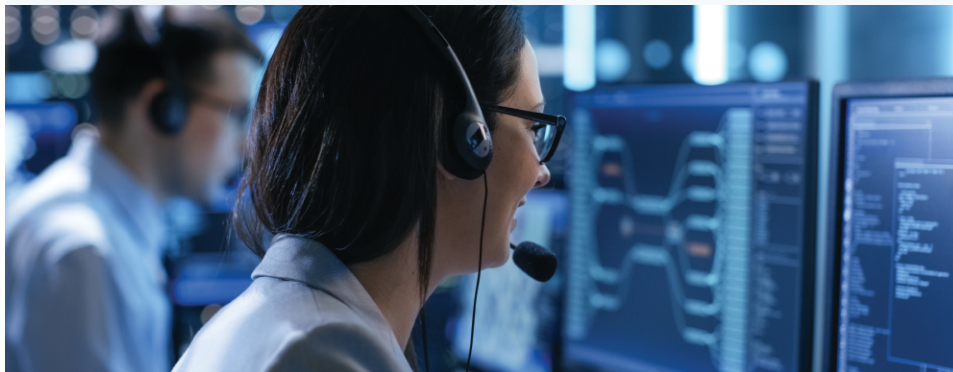


EXPERT-LEVEL SUPPORT WITH DEEP IT KNOWLEDGE IS NO LONGER COST PROHIBITIVE.

Kraft Kennedy's IT experts provide round-the-clock support. Our team augments and works collaboratively with internal staff as needed.



PROACTIVE MANAGED SERVICES*

MONTHLY:

Review monitoring alerts, test client connectivity, assess health of key system components, evaluate effectiveness of specific system components, and more

QUARTERLY:

Provide overview of newly introduced features and more

**services vary by technology*

SEMI-ANNUAL:

Review upcoming expirations (e.g. SSL certificates, licensing, agreements, etc.) and more

ANNUAL:

Perform site resiliency failover testing, complete full architecture and configuration assessment, lead strategic meeting with IT stakeholders, and more

REACTIVE ESCALATION SUPPORT

24x7x365

One-hour response target

Initial allocation of 25, 50, 100, and 200 hours

Additional 10-hour blocks may be purchased

**custom reactive support increments must be approved*

ENTERPRISE-GRADE SUPPORT

Fast issue remediation

Dedicated support team with escalation to subject matter experts

Reactive support hours may be used 24x7x365 for any supported technology

One-hour response target

MICROSOFT PREMIER SUPPORT

Escalate your issues to the highest level of support within Microsoft. This optional add-on to the above offerings provides access to advanced support within Microsoft, including private hotfixes and root cause analysis.

Technologies supported:

Azure Infrastructure-as-a-Service
AVD with Citrix Cloud
Citrix
Exchange On-Premises
Exchange Online
iManage Cloud
iManage On-Premises
Intune / Autopilot for Windows
Intune for Mobile Device Mgmt
Microsoft 365 Cloud Tenant
Microsoft Endpoint Config Mgr
Microsoft Teams
NetDocuments
Network Infrastructure
Purview
Remote Desktop Services
Remote Access Services w/ Nerdio
SQL Server
VMware Horizon
VMware vSphere
(quarterly / semi-annual health checks)
Worldox

Experts' certifications

Microsoft Certified Master
(1 of 135 worldwide)

Microsoft Certified Solutions Master
(1 of 22 worldwide)

VMware vExpert
(1 of 1,500 worldwide)

VMware Certified Advanced Professional

Citrix Certified Expert

NetDocuments Certified

iManage Certified Engineer

Why Kraft Kennedy?

We have decades of IT experience. With Kraft Kennedy, fast, expert-level support with deep IT knowledge is no longer cost-prohibitive.

Kraft Kennedy has a 100% retention rate for Escalation Support contracts.



Microsoft
Solutions Partner

Modern Work