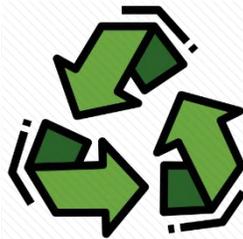# Raptor IT Consultants

Onboarding Process

At Raptor IT Consultants, our goal is establishing a foundation for your business network that empowers its users to work efficiency, while leveraging technologies that save time and money, and offering scalable solutions that fit any business model. With more than 15 years overseeing our customers technology needs from dedicated IT support & managed IT services, and website development, we strive to exceed expectations by offering a compendious technology experience to any organization of any size; with experienced IT consultants they can trust.

Step 1: Assess IT

Why we do it:

We schedule an initial meeting at your office location(s) to meet with business owner(s), discuss short/long term IT goals, immediate IT concerns, and to provide detailed insights on your business network from a compliance & industry standards perspective; creating a comprehensive technology roadmap is the first step in developing a sustainable business network. Taking our findings and simplifying our recommendations for improvement, we'll establish a foundation on which your business network can be scalable, sustainable, and affordable simultaneously.

What do we do:

List immediate IT concerns
List short-term goals (3-6 months)
List long-term goals (3-5 years)
Perform network analysis
 Prepare for network assessment
 Run basic network assessment
 Run Premium network assessment
 Verify warranties on critical assets
List IT recommendations for approval
Review network assessment with the business owner(s)

Step 2: Deploy IT

Why we do it:

Addressing immediate IT concerns and any approved recommendations allows us to establish a baseline for implementing our managed IT services platform into your business network which save time & money through automation, security compliance, and providing remote support to end users. Once established we can begin integrating your critical network assets into our monitoring, perimeter security filtering, and encrypted cloud backups systems; creating the foundation for your business network to be scalable towards its short & long-term goals and enabling our experts to "Manage IT".

What do we do:

    Address list of immediate IT concerns
    Address list of approved recommendations
    Provision monitoring & alerting software
    Provision backup agent/schedule
    Provision email security
            Enable encrypted communications
            Synchronize mail-enabled users
            Configure filtered mail flow
            User interface training
    Install monitoring/support software on critical assets
            Perimeter devices
            Servers
            Workstations
    Install backup agent on critical assets
            Servers
            Workstations

Step 3: Manage IT

Why we do it:

Now that we've addressed immediate IT concerns, recommended IT enhancements, and established a foundation for the business network to scale affordably; we can focus on sustainability and end-user support while you focus on growth. Raptor IT personnel will continuously monitor your critical network assets 24 hours a day and immediately respond to "critical-impact" alerts automatically; mitigating downtime up to 100%, coordinate with management to work with end-users on issues impacting their performance, and proactively maintain your business network using your short & long term goals as our guide. Your end users now have access to a dedicated IT help desk during business hours for any IT related issues that might impact their performance and you'll have piece of mind that your business assets are backed up redundantly and monitored 24/7.

What do we do:

24/7 asset monitoring & alerts
Anti-virus on every device
Cloud Backups
Dedicated IT helpdesk support
Mobile device management
Patch management
Semi-annual business goals re-assessment (virtual meeting)