Getting Started with Ntiva

Ntiva

Welcome to Ntiva!

Thank you for choosing Ntiva as your managed services provider (MSP). We're excited to work with you and use our technology expertise to support the growth and success of your business.

Here at Ntiva, we understand that IT services are about more than just technology.

Sure, being tech-savvy is crucial, but what really makes a difference is the experience we provide to our clients. Our focus is on creating an open, honest, and transparent relationship that helps drive all of us to collective success.

Our team is made up of some of the best in the business—they're not only smart and skilled but also great at making sure your experience with us is top-notch. They're the heart of what we do and are always here to help.

This client services guide will give you a clear picture of who we are, what we do, and how we do it. It's all about working together effectively to get great results.

We're glad you're here, and we can't wait to get started.

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Message from Our CEO

Thank you for choosing Ntiva as your technology partner.

I am honored to share our comprehensive guide to Ntiva service offerings. This document is designed to reflect our unwavering commitment to excellence and our core belief in mutual growth. At Ntiva, we operate under a guiding principle: "We exist to grow each other." This ethos is not just a motto—it's the cornerstone of our business model and our approach to service.

Our journey began with a vision to create a company that does more than just offer technology solutions. We aimed to build a community where the success of our clients and our team go hand in hand. Every service we provide and every decision we make is aimed at fostering this symbiotic relationship. When we grow, it directly contributes to the growth of your business, and each success story for our clients propels us forward.

In the following pages, you will find a detailed outline of our services and our approach to technology management. This is a testament to our commitment to providing highly effective tailored solutions that support your unique business needs.

Our team of dedicated professionals is here to help you succeed, allowing you to reliably leverage technology as a competitive advantage. When you trust us with your technology needs, you are not just outsourcing a function; you are partnering with a team that is invested in your growth.

We recognize you have many choices and, once again, thank you for choosing Ntiva. We look forward to exceeding your expectations and growing together.

Sincerely,

Steven Freidkin
Founder and CEO, Ntiva

Meet Our Executive Leadership Team

Steven Freidkin
Chief Executive Officer

Jim Wilson
President

Kelly Wolkomir
Chief People Officer

Mark Gilbreth
Chief Financial Officer

Michelle Brockney
Chief Operating Officer

Kevin Doyle
Chief Client Officer

Tom Tighe
Chief Revenue Officer

Dr. Jerry Craig
Chief Information Security Officer

Steve Banke
VP Transformation

Holly Dowden
VP Marketing

Chris Vollmond-Carstens
Chief M&A Officer

Jason Portillo
VP Client Experience

Sean Blair
VP Digital Transformation

Joe Cicirelli
VP Managed Services

Your Ntiva Signature Support Plans: Complete and Compliance

As a valued Ntiva client, you've carefully selected a service package that aligns with your business needs.

Ntiva Signature Support Plans come in two levels—Complete and Compliance. Both plans include a dedicated account manager and an IT advisor, two important resources that will assist you with both day-to-day issues and strategic IT planning.

Let's take a look at each support plan below, and the services included within each plan.

SSP-Complete includes:

Unlimited remote support (Ntiva service desk)

Network monitoring and management

Managed workstation (PCs and Macs)

Managed endpoint detection and response

Microsoft 365

Premium Apple support

Employee onboarding and offboarding

Hardware and software procurement services

Training as a service

Enhanced email security/spam filtering

SaaS alerts

Dedicated account manager

IT advisory services

Our SSP Compliance includes everything you get in our Complete plan plus enhanced security services for industries with advanced compliance requirements:

SSP-Compliance additions:

Web filtering

Recurring phishing prevention training

Vulnerability scanning and management

Annual security risk assessment

Additional IT Services

Depending on your business needs, you may also want to add optional IT services that meet the unique needs of your environment:

✔️ **On-site dedicated IT support**

✔️ **Premium managed server**

✔️ **Server backup and disaster recovery**

✔️ **Cloud-to-cloud/SaaS backup and recovery**

✔️ **Business continuity planning**

✔️ **Mobile device management**

✔️ **Mobile app management**

✔️ **Digital transformation/application development**

✔️ **Warehouse management service**

✔️ **Co-managed IT**

✔️ **vCIO**

Optional cybersecurity services include:

✔️ **Intrusion detection and response**

✔️ Email encryption

✔️ Business continuity planning

✔️ **MFA**

✔️ **Cybersecurity policy authoring**

✔️ **Dark web monitoring**

✔️ **Penetration testing**

✔️ **Security assessment**

✔️ Security incident response plan

✔️ vCISO

Your Ntiva Support Team

Each Ntiva client benefits from ongoing, comprehensive tech support through our remote service desk, account management, and IT advisory teams, guaranteeing personalized and streamlined service for your organization.

Beyond these core offerings, you also have access to a comprehensive suite of additional support teams, each dedicated to ensuring the success and efficiency of your IT operations, including:

✔ **Account Management Team**

✔ **IT Advisor Team**

✔ **Virtual CIO Team**

✔ **Remote Service Desk**

✔ **On-Site IT Support Team**

✔ **Cybersecurity Team**

✔ **Professional Services Team**

✔ **Digital Transformation Team**

Account Management Team

Each Ntiva SSP client will be assigned a dedicated account manager (AM). Your AM will provide overall account management and is your primary point of contact to address any questions about any aspect of your service or relationship with Ntiva.

Your AM will also schedule regular meetings to review service requests, monitor resolutions, and ensure your ongoing satisfaction.

This service is included in your Ntiva SSP.

AM SERVICES INCLUDE:

✔ **Point of Escalation:**
Your AM is your primary point of contact and the dedicated advocate for your needs. They act as a strategic partner, ensuring that any concerns, escalations, or specific requirements are addressed promptly and efficiently. This personalized attention means you have a direct line to someone who understands your business intimately.

✔ **Monthly Ticket Reporting and Review:**
Transparency is key to a successful IT partnership. Your AM provides you with detailed monthly reports on ticket resolutions, including insights into trends, common issues, and areas of improvement. This information empowers you to make informed decisions about your IT strategy and ensures that you are always in the loop regarding the status of your systems.

✔ **Invoice Accuracy and Review:**
Financial clarity is paramount. Your dedicated account manager meticulously reviews all invoices to guarantee accuracy, whether they're related to user counts, licensing agreements, or any other relevant aspect. This commitment to precision ensures that you are billed correctly and that your investment in IT services aligns with your usage and business goals.

✔ **Relationship Management:**
Ntiva account managers prioritize building a strong and enduring relationship with your organization. Your AM is not just a liaison; they are a strategic partner invested in your success. Regular check-ins, strategy sessions, and a proactive approach to problem-solving are all part of the relationship management service we provide.

✔ **Main Point of Contact for Upgrades and Renewals:**
Staying current with technology is crucial for maintaining a secure and efficient IT environment. Your AM takes the lead on managing upgrades and renewals, keeping you informed about the latest advancements, and ensuring that your systems are always up to date. This proactive approach means you can focus on your core business while we handle the technical intricacies.

IT Advisor Team

At Ntiva, our IT advisory services are included in your SSP, ensuring that your technology aligns with your business strategy.

Your IT advisor will provide an annual IT technology review, a midyear follow-up review, additional advisor requests, and cybersecurity risk insurance assistance.

Your IT advisor will also assist with the following:

✔ **Yearly Budgeting and Strategic IT Planning:**
Collaborating with clients to create IT plans and budgets aligned with business objectives

✔ **IT Risk Management:**
Offering proactive risk assessments and mitigation strategies

✔ **Compliance and Regulatory Guidance:**
Keep up to date with GDPR, HIPAA, and PCI DSS regulations

✔ **Technology Optimization:**
Assessing and optimizing technology infrastructure

✔ **IT Governance and Performance Management:**
Establishing governance frameworks and performance measurement systems

Virtual CIO Team

As your organization grows, the need for more in-depth strategic planning and execution can arise. This is where our vCIO services become invaluable.

Your vCIO acts as a strategic extension of your executive team, providing intensive, high-level oversight that matches the pace and scale of your ambitions.

This service can be purchased as an addition to your Ntiva SSP.

When to consider a vCIO:

✔ **Complex IT Projects:**
When undertaking major IT initiatives that require detailed planning, coordination, and management

✔ **Scalability Challenges:**
As your business expands, a vCIO can design IT road maps that grow with you, ensuring scalable solutions

✔ **Risk Management:**
When you need sophisticated risk assessment frameworks to protect against evolving threats

✔ **Innovation Leadership:**
If staying ahead of the curve with cutting-edge technology is critical, a vCIO can lead the charge on innovation

vCIO service is a seamless experience designed to scale with your needs, providing that extra layer of strategic depth and leadership.

Contact your AM when you are ready to get started.

Remote Service Desk

Our 24/7 remote service desk team is designed to provide fast issue resolution, offering unlimited support for all your employees around the clock. This service is included in your SSP.

If we encounter an incident or problem that cannot be resolved by the remote service desk and requires either an on-site dispatch or a system engineer, the service desk manager will escalate to Ntiva's field operations team for a dispatch.

This service is included in your Ntiva SSP.

Remote service desk commonly supports:

✔ **Troubleshooting Technical Issues:**
Assistance with software glitches, hardware malfunctions, network issues, etc.

✔ **Software Installation and Configuration:**
Guidance on installing and configuring software applications

✔ **System Cleanup and Optimization:**
Regular system cleanups to enhance performance

✔ **Virus and Malware Removal:**
Comprehensive virus and malware removal services

✔ **Hardware Troubleshooting:**
Assistance with diagnosing and resolving hardware issues remotely

✔ **Peripheral Device Setup and Support:**
Support for setting up and troubleshooting peripheral devices

✔ **User Account Management:**
Managing user accounts and access privileges

✔ **Email Configuration and Support:**
Assistance with setting up and troubleshooting email services

On-Site IT Support Team

Ntiva's on-site dedicated support hours service complements our remote service desk services by providing additional specialized technical support.

This service is available on-site and remotely, tailored to address unique client challenges in business and technology.

This service can be purchased as an addition to your Ntiva SSP.

On-site support deliverables:

✔ We will provide a skilled technician selected to match your specific technical needs. This ranges from end-user support augmentation to high-level technical expertise for project work and proactive maintenance.

✔ Our team is available Monday-Friday during regular business hours at locations within our support radius. Support is offered in minimum eight-hour increments, extendable up to 40 hours per week.

✔ Clients must commit to at least eight hours to receive dedicated on-site support.

Cybersecurity Team

Ntiva provides a wide range of security services built into your SSP. You can check your plan **here** to determine which security services are included.

We also offer a suite of advanced security solutions, ranging from individual products and services that can be layered onto an existing security program up to a comprehensive and fully managed security program—including vCISO services.

Additional security services can be purchased as an addition to your Ntiva SSP.

Optional cybersecurity services include:

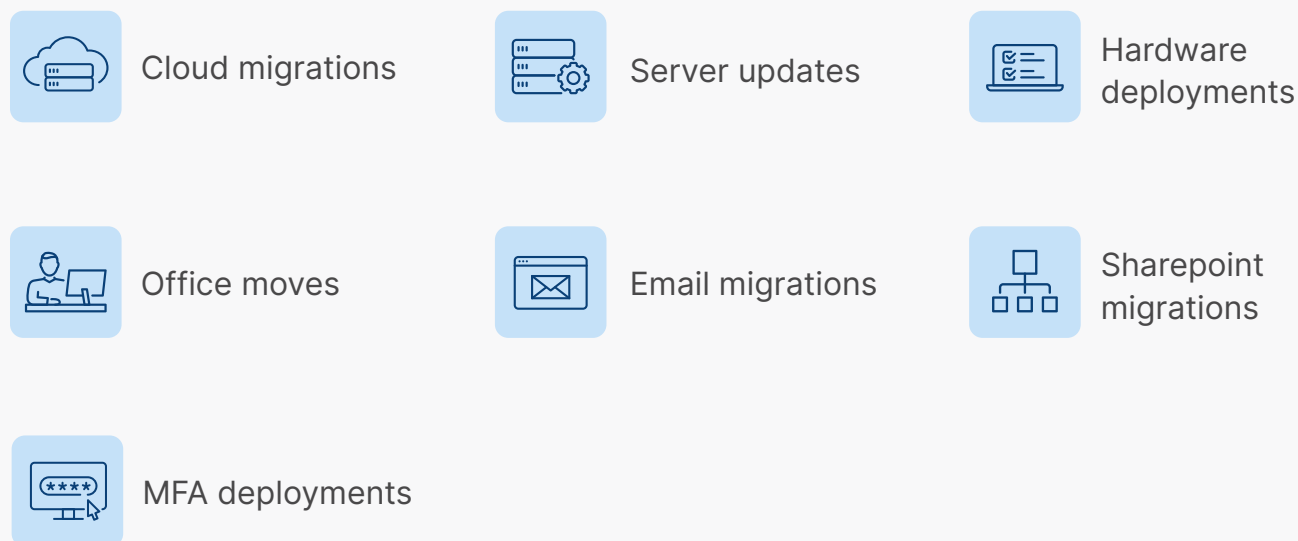|		
Intrusion detection and response	Email encryption	Business continuity planning
Multi-factor authentication (MFA)	Cybersecurity policy authoring	Dark web monitoring
Penetration testing	Security assessment	Security incident response planning

Professional Services Team

Our managed services extend beyond regular IT support to encompass a variety of specialized projects.

Ntiva defines "projects" as any major tasks that require more than eight hours to complete. This is where our professional services team, fondly known as Pro Serv, steps in.

Specializing in bespoke and advanced IT projects, Pro Serv is dedicated to addressing unique challenges and opportunities that fall outside the scope of regular monthly service contracts.

This service can be purchased as an addition to your Ntiva SSP.

These projects include, but are not limited to:

Cloud migrations	Server updates	Hardware deployments
Office moves	Email migrations	Sharepoint migrations
MFA deployments		

These projects typically begin through collaboration with clients and our account managers.

Reach out to your AM to get started on your project.

Digital Transformation Team

Ntiva's digital transformation team is dedicated to seamlessly integrating digital technology across all areas of a business, fundamentally altering the way you operate and deliver value to your customers.

Our specialized approach ranges from enhancing existing systems or developing new workflows to fostering a significant transformation in business operations. This involves not only modernizing how businesses interact both internally and externally via more efficient communication but also improving the management and storage of client data.

The ultimate goal of this team is to boost operational efficiency and customer satisfaction, leveraging technical expertise to meet the unique challenges of each of our clients.

Digital transformation services can be purchased as an addition to your Ntiva SSP.

Ntiva's digital transformation projects can include:

Systems and data migration		Mobile and web development		UI/UX design	
Data warehousing		AI consulting and product development			
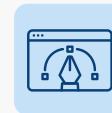
Reach out to your AM to get started with your digital transformation project.

Ntiva Service Delivery Standards

The Ntiva service desk is available 365/24/7 for all clients with a Ntiva Signature Service Plan (SSP). We now offer SSP clients an improved service experience with the assignment of their own dedicated support team and an updated priority-based response model. Below, you will find our service desk objectives and targeted response times.

PRIORITY LEVEL	RESPONSE TIME*	DESCRIPTION	IMPACT
1 - Immediate	15 min	Critical issues that render the system unusable or cause a complete loss of service	• System failure that creates a severe business impact • Client cannot perform any tasks • System failure affects all users • No workaround to the problem
2 - Quick	1 hour	Major issues that significantly impact the client's ability to perform their core tasks or affect critical functions of the system	• System failure that creates a high business impact • Client cannot complete core tasks • System failure affects many users • Workaround to the problem is not available or feasible
3 - Normal	4 hours	Minor issues that affect some aspects of operations, but do not prevent the client from performing their core tasks	• System failure that creates a moderate business impact • Client can complete most tasks • System failure affects multiple users • Workaround to the problem is available but not optimal
4 - Scheduled	24 hours	Non-urgent or routine requests that do not significantly impact operations	• System failure that creates a minimal business impact • Client can complete most tasks • System failure affects one or two users • Acceptable workaround to the problem has been identified

Please note that the response times above are based on our normal hours of operations from 7 a.m. to 7 p.m. local time and are calculated based on the time zone of a client's main location.

Ntiva Service Delivery Standards

CALL US

Call us for critical or high-level issues. Examples include:

✔ Sever or network down

✔ Business-critical application (such as email) down

✔ A user is unable to work and no other PC is available

✔ Urgent user terminations

✔ Password resets

✔ PC performance and/or software issues that are preventing work

✔ Remote access issues

EMAIL US

Email us for issues that are not as time-sensitive. Examples include:

✔ Printing/scanning setup and issues (unless the issue is critical to business operations)

✔ New user setups

✔ Scheduled terminations

✔ Permission changes

✔ Software updates

✔ Noncritical questions or issues

SERVICE DESK OBJECTIVES BY ROLE

ROLE	QUEUE	OBJECTIVES
Service Desk Technician I Email Queue	Email Queue	Respond to all email tickets in 24 hours or less. Resolve at least 65 percent of all tickets in Tier I without escalation to a higher tier.
Service Desk Technician I Call Queue	Call Queue	Answer calls in 5 minutes or less. Resolve at least 65 percent of all calls in Tier I without escalation to a higher tier.
Service Desk Technician II	Escalation Queue	Respond to all escalated tickets from Tier I in 24 hours or less. Respond to "emergency" escalations within 15 minutes.
Service Desk Engineer III	Escalation Queue	Respond to all escalated tickets from Tier II in 24 hours or less. Respond to "emergency" escalations within 15 minutes.

Billing and Invoicing at Ntiva

Billing and invoicing issues and procedures can often be confusing! In order to demystify the process, below is an overview of the Ntiva process. Our goal is to ensure transparent, efficient, and client-friendly billing practices.

INVOICING TYPES AND AGREEMENT OVERVIEW

SSP Agreement: This is your monthly user-based agreement, where the service level depends on your support plan and the number of users within your account.

✔ Each client can choose and identify their SSP users, which impacts invoicing accordingly. If a non-SSP user requests SSP support, they may be denied services.

✔ To avoid this service denial, it is critical that you actively manage your SSP user list—please put in a ticket when you need a user removed.

✔ Keep in mind user and license counts can vary depending on the service.

✔ Your SSP includes various services and monitoring software, with some labor types included in unlimited agreements.

✔ Agreements are customizable, reflecting specific client needs. Please reach out to your AM if you would like to review different agreement options.

✔ You will be billed and invoiced separately for hardware, software procurement, and projects. Please reach out to your AM to address invoice discrepancies promptly.

Remember, we are here to make billing understandable and hassle-free.

Reach out to your AM at any time for assistance!

Ntiva's Commitment to Security

At Ntiva, your peace of mind is at the heart of our mission. We don't just protect your data; we care for it as if it were our own, with a deep commitment to security at every level of our operations.

Our assurance to you:

✓ **Onboarding:**
Every employee begins their Ntiva employment with thorough security training, establishing a security-first mindset across the company.

✓ **Leadership:**
Our CISO, part of the executive team, ensures top-down security governance with Ntiva.

✓ **Physical Security:**
Access to our facilities is strictly controlled with surveillance and badge requirements, maintaining operation continuity with backup power systems.

✓ **Operational Excellence:**
We adhere to stringent policies for network integrity, including vulnerability assessments, change management, and endpoint protection.

✓ **Access Control:**
Role-based permissions, complex password policies, and mandatory MFA are standard for all accounts.

✓ **Incident Response:**
A formalized plan and trained personnel are ready to address any security incidents, with regular testing of our response capabilities.

✔ **Resilience:**
Our business continuity and disaster recovery strategies are rigorously tested to handle unexpected disruptions.

✔ **Data Protection:**
We process personal data with the utmost care, backed by a solid privacy policy and strong data management principles.

✔ **Compliance:**
Our comprehensive security program aligns with global standards, including NIST 800-171, and is validated by regular third-party audits to ensure SOC 2 compliance.

We at Ntiva believe in building a partnership that you can always rely on because when it comes to your trust and security, we're in it together.

Thank you again for putting your trust in Ntiva.

Additional Resources

Blog

Case Studies

Knowledge Center

Tech Mastery Videos