



## Humans First® IT Management for Over 25 Years

At Ripple, our managed IT services put people first, are formed to your business plan, and scale alongside your business.



### Services That Let You Work at Your Best

#### User Support

Get around-the-clock IT support from anywhere through phone, email, or live chat.

#### Network Support

Ensure your team stays connected from wherever they work.

#### Asset Management and Procurement

Let us handle your IT assets and acquire new ones as needed.

#### Onboarding and Offboarding

Easily onboard and offboard new employees, no matter where they are.

#### Vendor Management

Get all of your tech vendors and help tickets managed without interfering with workflow.

#### Security Support

Protect your data and maintain compliance with 24/7 monitoring.



### Certified to Keep Your Data Safe

Ripple is a SOC 2-compliant company, meaning we've been certified for demonstrating the strongest IT security practices. This means that you can rest easy knowing that your business's data is in the hands of the safest MSP around.



### A Team That Puts You First

At Ripple, we help people, not computers. You'll work with a local, dedicated team to guide you through every step of the journey, providing you with the best Humans First® managed IT services for your business as it evolves.

**Put Ripple to the Test**

Use our MSP checklist to compare and contrast the prices and services offered by each of the MSPs you're considering.

# Compare Managed Service Providers (MSPs)

Ripple IT



## CONTRACTS

Per User Billing



Simple Billing



## USER SUPPORT

Various Ticket Submission Methods (*Email/Chat/Phone/Web/Slack/Teams*)



Unlimited Remote Support



Unlimited Onsite Support



Coast to Coast Support Coverage



Domestic and International Support



Specific Designated Team Supporting Your Account/POD



Access to Data (*Ticketing System & Knowledge Base*)



## NETWORK MONITORING & MANAGEMENT

24x7x365 Network Monitoring



Managed Firewall Provided



Spare Network Equipment Provided (*Through Select Plans*)



Proactive Monitoring Tools



## CHANGE MANAGEMENT

Onboarding & Offboarding of Personnel



New Workstation Configuration & Setup



## INVENTORY MANAGEMENT

Procurement for Supported Devices & Software



Inventory Maintenance (*Secure Location in Atlanta, GA*)



Management and Asset Tracking



## STRATEGIC SERVICES

Assigned Strategic Advisor/vCIO



Quarterly Strategic Business Reviews



Tailored IT Strategic Roadmap



Advisory (*Compliance, Security, Policy, Audits, and more!*)



## VENDOR MANAGEMENT

Liason for Third Party Vendors (*ISP, VoIP, Printer, LOB Apps, and more!*)



## SECURITY & SOLUTIONS

SOC II Type I Certified



Security Awareness Training



AntiVirus and AntiMalware



EDR Endpoint Security



Zero Trust Always on VPN



Email Threat Protection



MultiFactor Authentication (*MFA*)



Web Content Filtering and Reporting



Shadow IT Detection and Reporting



[www.rippleit.com](http://www.rippleit.com)

