

Technology Assessment Platform

Comprehensive knowledge about your clients' technology stack will help you plan, budget and deliver your services more effectively

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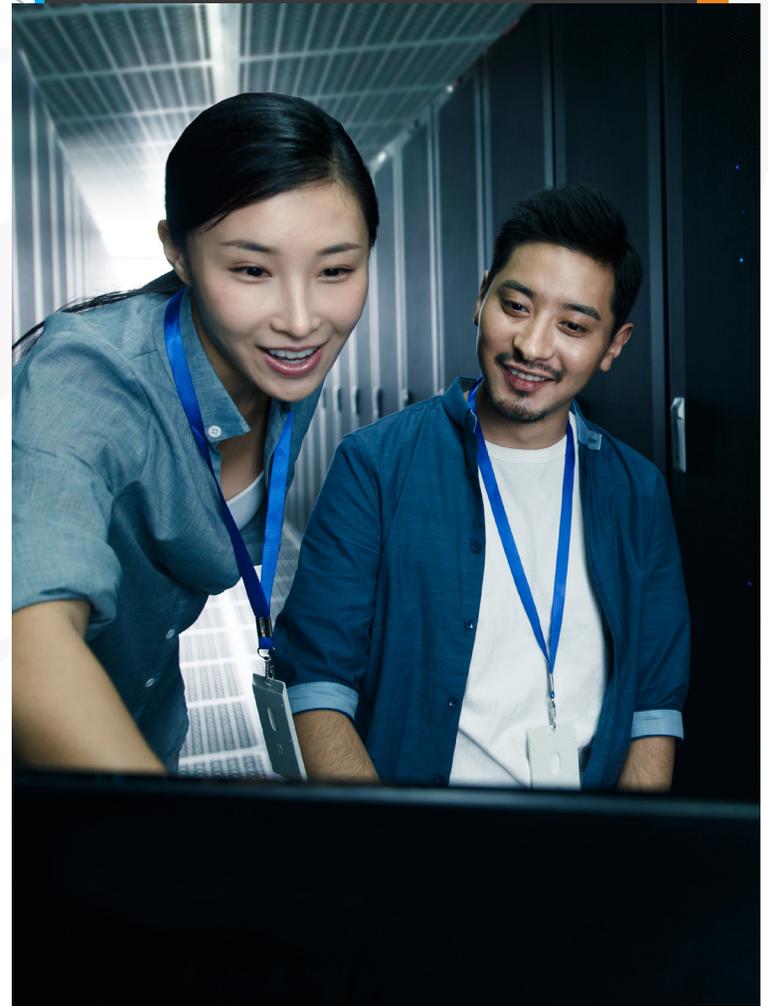
What is the Technology Assessment Platform?

The technology assessment platform (TAP) helps MSPs extract better, more actionable information from their customers about the status of their network, and to generate a focused plan to address their needs.

MSPs will pass their customers a granular yet easy-to-complete questionnaire which asks them in-depth questions about their environment. The questionnaire has hundreds of 'canned', built-in questions, but MSPs are also free to add their own. Once complete, the TAP will generate a report which grades the customer on each aspect of their set-up, and provides an action-plan for you to address gaps in their coverage.

After working with the customer to finalize deliverables, you can send your customer a professional-looking roadmap which keeps track of budgets, dependencies, timelines and more. The plan provides an authoritative voice from which a customer can clearly see the deficiencies in their network. Not only does it give MSPs better intelligence about customer requirements, it also helps customers more clearly see the value of MSP services.

The technology assessment platform itself provides a centralized portal from which MSPs can manage the plans of all customers under their purview.



What are the benefits of TAP?

A centralized platform to record and manage your clients' hardware, software and security requirements.

Simplifies and accelerates the discovery process, allowing you to focus on providing the best service to your clients.

Align client technologies, reduce noise and lower support tickets by standardizing the services you provide to clients.

Develop a repeatable client process that is the basis for high-value relationships.

Customize the platform to create your own standards unique to your business.

Develop a deeper, more accurate understanding of your clients' businesses.

Enables vCIOs to act as true business advisor to their clients by recommending short and long term changes to technology stacks.

Enable your engineers to keep track of clients' technologies through alignment reviews.
Evaluate each piece of technology and understand what's misaligned.

Deliver a client roadmap to keep track of projects, budgets, timelines and more. You can use these reports to help customers understand their technology needs.



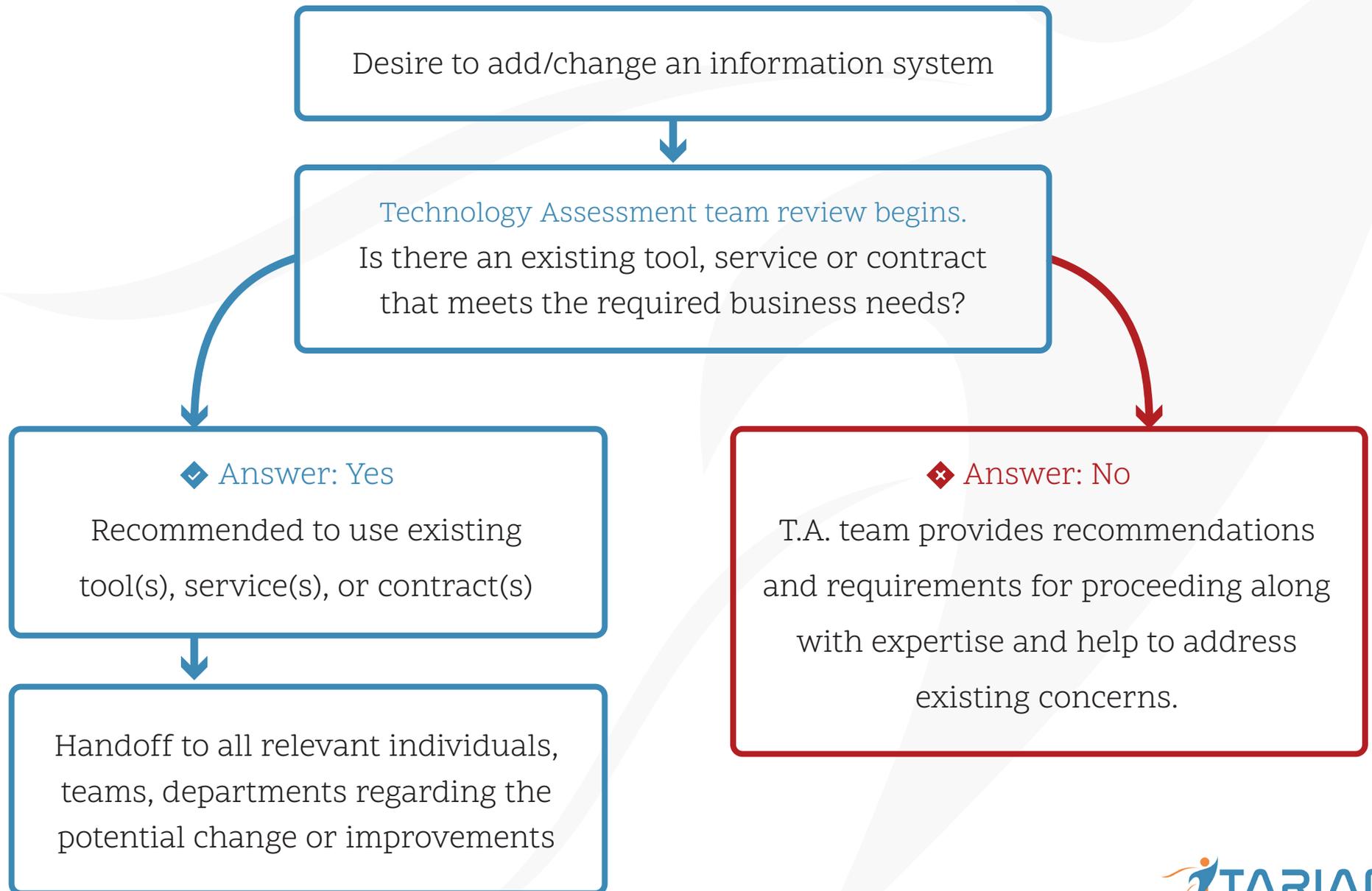
What are the goals of the Technical Assessment?

The goals of the assessment are to accumulate wisdom about a client's systems, identify opportunities for savings, highlight areas where investment is needed, to improve labor efficiency, lower operating costs, and to increase visibility into the organization and its operations.

- Understand every component of the systems a client uses to conduct operations
- Arrive at an understanding of the dependencies between systems
- Identify inefficient systems, and inefficiencies arising from inadequate integrations
- Document the pain points arising from non-optimal uses of technology
- Arrive at a set of opportunities that, if seized upon, move the organization towards a more optimal use of technology

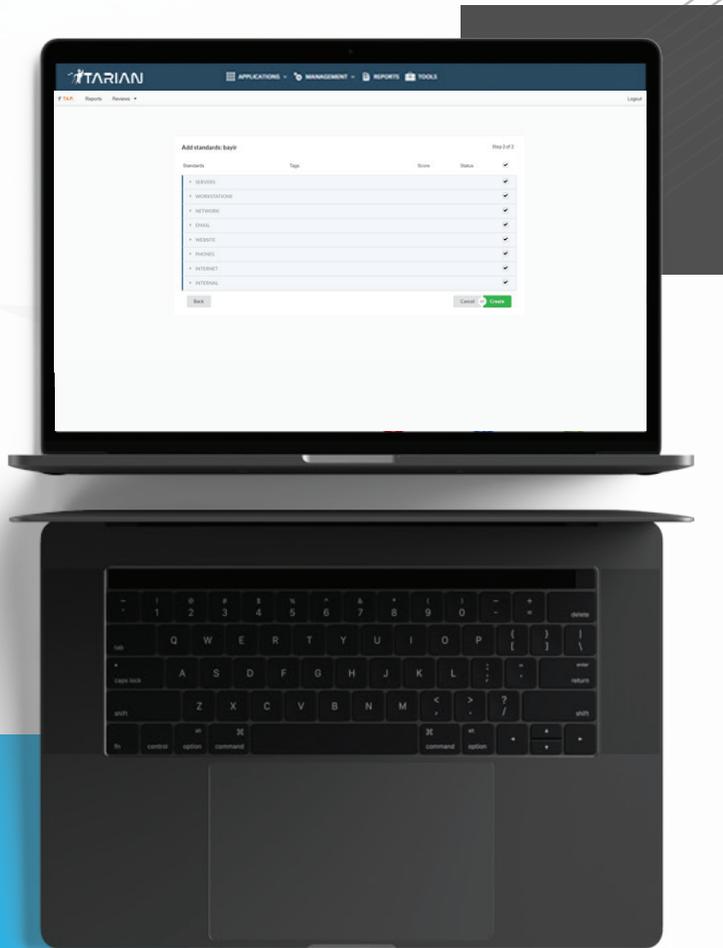


Technology Assessment and Planning Process Flow



After working with the customer, you can create a custom action-plan tailored to their specific needs. You can then use the technology assessment platform to manage and tracks the plans of all your customers.

By completing the question set, your customers will furnish you with a report which contains a complete technology inventory, process maps and key feedbacks. Customer assets and processes are broken down by category and each is assigned a score. From here, you can confidently formulate an action-plan which you can present to your customer in a highly professional report.



Start using the Technical Assessment today with your ITarian account

As IT service providers search for ways to more effectively manage technical resources and operate as efficiently as possible, they can benefit from tools that can help them proactively monitor and remotely manage and resolve IT issues. RMM solutions can help increase customer service levels, save time and money, and help businesses run more effectively and profitably. With the ability to handle a variety of network and end-user problems remotely, IT service providers can offer superior customer service to clients while increasing their technical team's productivity. And as IT service providers' responses to client issues become more efficient and customer loyalties strengthen, they will be in a strong position to take advantage of opportunities and watch their business grow.

★★★★★



Don't have an account?

Register online to begin your journey with ITarian

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Company Bio

ITarian is a global innovator of IT Management solutions. With a team of professional IT managers that partner closely with established cloud-software vendors, ITarian is at the forefront of successfully managing and securing IT networks and endpoints. ITarian's ongoing mission is empowering those that believe in the power of IT to solve all their clients' problems. ITarian achieves this by providing all the IT management and business automation applications Managed Service Providers (MSPs) and IT departments need to manage their networks and devices.

