



IT MANAGED SERVICES

We are your 24/7/365 full service IT department, help desk, infrastructure and data management partner.

SERVICES

Help Desk – Proactive technical assistance and troubleshooting for users experiencing issues with software, hardware, or other IT-related problems. This function ensures timely resolution of technical issues, enhancing user productivity and satisfaction.

Network Monitoring & Management – Continuously overseeing network performance to detect and resolve issues promptly, ensuring reliable connectivity and optimal operation. This also includes implementing security measures and optimizing network resources to support business objectives effectively.

Server & Cloud Architecture Management – Designing, implementing, and maintaining server and cloud infrastructure to ensure scalability, reliability, and security. This also includes optimizing resource allocation and performance to support business operations and growth effectively.

IT Strategy and Guidance (vCIO) – Strategic IT leadership and guidance to help organizations align their technology strategies with business goals. These services enhance overall IT performance, drive innovation, and ensure that technology investments support long-term business objective

Cloud Migrations – Migration of company data, applications, and IT processes from on-premises infrastructure to cloud-based environments. This process aims to enhance scalability, flexibility, and cost-efficiency while ensuring minimal disruption to business operations

IT Vendor and Asset Management – Overseeing relationships with technology vendors and managing IT assets to ensure cost-effective procurement, maintenance, and utilization. Also includes tracking asset lifecycles, optimizing inventory, and ensuring compliance with contractual agreements and industry standards.

VALUE

- Provides quick and efficient solutions to technical problems, minimizing downtime and enhancing productivity.
 - Ensures users receive the assistance they need, improving overall satisfaction and confidence in IT services.
 - Offers access to knowledgeable professionals who can provide expert advice and troubleshooting.
 - Frees up internal IT resources to focus on strategic initiatives rather than routine support tasks.
 - Identifies recurring issues and implements preventive measures to avoid future problems
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- Ensures optimal network performance by identifying and resolving issues promptly.
 - Detects and mitigates security threats, protects sensitive data and maintains compliance.
 - Minimizes network outages and disruptions, ensuring continuous business operations.
 - Efficiently allocates network resources to support business needs and growth.
 - Identifies potential issues before they become critical, reducing the risk of major failures.
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- Ensures your infrastructure can grow and adapt to changing business needs without compromising performance.
 - Maintains high availability and uptime, reducing the risk of service interruptions.
 - Implements robust security measures to protect data and applications from threats.
 - Optimizes resource allocation to reduce operational costs and improve budget management.
 - Enhances the efficiency and speed of your server and cloud environments, supporting smooth business operations.
 - Back-up and disaster recovery capabilities are in place
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- Access strategic IT leadership without the expense of a full-time executive, paying only for the services you need.
 - Benefit from the extensive experience and knowledge of IT professionals who bring innovative solutions tailored to your business.
 - Adjust IT services to match your evolving business needs, ensuring your IT strategy aligns with your goals.
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- Reduces IT infrastructure costs by eliminating the need for extensive on-premises hardware and maintenance.
 - Provides the ability to scale resources up or down based on demand, ensuring optimal performance and cost-efficiency.
 - Improves application performance and user experience through rapid scalability and reduced latency.
 - Enables access to advanced technologies and services, allowing for modernization and innovation.
 - Enhances disaster recovery capabilities by leveraging cloud-based backup and recovery solutions.
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- Optimize procurement and maintenance costs by negotiating better pricing and securing volume discounts.
 - Ensure adherence to contractual agreements and regulatory requirements, reducing legal risks.
 - Streamline operations by integrating asset tracking and vendor management processes, improving overall IT performance.
 - Identify and mitigate risks associated with third-party vendors and IT assets, enhancing security and reliability.
 - Aligns IT assets and vendor relationships with business objectives, supporting long-term growth and innovation.

MANAGEMENT CONSULTING | IT MANAGED SERVICES | ORGANIZATIONAL DEVELOPMENT | ADVANCED IT SECURITY



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(312) 281-0290 | 325 W. Huron, Suite 200, Chicago IL 60654



MANAGEMENT CONSULTING

Working with key stakeholders, we develop strategies and practical approaches to achieving your goals.

SERVICES

Executive & CFO Advisory – Partnering with key executives we help you structure your plans, build the business case and more importantly, provide the resources to execute your most important initiatives.

Strategic Services – It is often difficult to get everyone on the same page. We help you create and develop your strategic plans, through collaboration, expertise and support with key stakeholders.

Process Optimization & Cost Reduction – There is a direct relationship between costs and business processes. We provide the expertise to redesign processes and manage cost reduction initiatives.

Performance Assessments – Objective and experienced review of your operations, allowing you to focus on what matters and can yield the most impactful results.

Supply Chain Strategies – Keeping products and services flowing is critical to your operations. We take a multi-faceted approach from sourcing materials, supplies and services to conversion, distribution and sales channels. We analyze risks, processes and deploy methods to optimize the supply chain and mitigate risks.

Technology Deployment – We help you manage and implement new technology in a proven method to not put a strain on your operations. We manage the selection and implementation efforts for ERP's, CRM, Order Management, Support Centers, etc.

M&A Support – We work with companies and private equity to assist with operational and technical due diligence on the front-end and develop the transition plan for post-acquisition integration.

Risk Management & Compliance – We have a comprehensive methodology to analyze organizational risk incorporating corporate, operations, business, financial geopolitical and environmental risks. We also assist companies through internal control reviews, audits, compliance programs (SOX, SOC2, etc.)

VALUE

- Hands-on resources to execute
 - Establish tangible results which are the measurements for success
 - Allows you to focus knowing your projects are being implemented
 - Rationalizes your goals, objectives and approach to change
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- Provides critical, objective and experienced thinking
 - Keeps your management team focused on measurable results and performance
 - Incorporates change management in the process
 - Brings divergent thought together collectively
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- Application of leading best practices to your business processes
 - Deep analysis of operational and product/service costs to support the right decisions
 - Hands on support to implement and achieve the targeted savings
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- Benchmarking and competitive intelligence helping you set goals
 - Objective insight into your operations, often not seen by your internal people
 - Provides quick, results driven objectives which are fact based and measurable
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- Insight into the unforeseen risks and strategies to mitigate them
 - Improvements focused on reliability, process control and efficiency
 - Security of data and information
 - Value creation through lower inventories and maximizing process efficiency
 - Mitigation of supply chain disruptions
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- Provide objective and experienced insight to help you select the software which best supports your operations
 - Apply a business process focused approach
 - Collaborate with key stakeholders
 - Hands-on resources managing implementations with a results based approach
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- Experienced resources which can be deployed to due diligence teams at a moment's notice
 - Comprehensive due diligence in the areas of technology, people and operations
 - Identification of risks, value and approach
 - Provide the "boots on the ground" resources to manage the integration of multiple companies or operations
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- Providing the resources necessary to manage compliance efforts and working with regulators/auditors
 - Objective and experience view of your organizational risks which is often overlooked by internal resources
 - Documentation of processes, controls, and facilitate the requirements of governing authorities

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ADVANCED IT SECURITY

Threats are relentless and so are we. We combine risk management with compliance and action to protect you day and night.

SERVICES

Microsoft 365 Assessment – Evaluates an organization’s Microsoft 365 environment to identify potential security vulnerabilities and compliance gaps. It provides actionable recommendations to enhance security measures, protect sensitive data, and ensure regulatory compliance

Security Awareness Program – Educates employees about cybersecurity best practices and potential threats to enhance their ability to recognize and respond to security risks. It aims to foster a security-conscious culture within the organization, reducing the likelihood of security breaches and data loss.

Vulnerability Assessment – Identifies and evaluates security weaknesses within an organization’s IT systems, applications, and network infrastructure. It provides actionable insights to mitigate risks, enhance security posture, and protect against potential threats.

Endpoint Detection and Response (EDR) – Continuously monitoring and analyzing endpoint activities to detect and respond to security threats in real-time. These practices enhance an organization’s ability to identify, investigate, and mitigate potential breaches, ensuring robust endpoint security.

Security Information and Event Management (SIEM) – The collection, analyzing, and correlating security data from various sources to detect and respond to potential threats in real-time. These practices enhance an organization’s ability to identify security incidents, ensure compliance, and improve overall security posture.

VALUE

- Identifies potential security vulnerabilities and compliance gaps within your Microsoft 365 environment.
- Offers actionable insights to enhance your security posture, protect sensitive data, and ensure regulatory compliance

- Educates employees on recognizing and responding to cyber threats, thereby reducing the risk of security breaches.
- Fosters a security-conscious culture, ensuring that all staff members contribute to protecting the organization’s assets and maintaining compliance with regulatory requirements

- Simulates the role of an unauthenticated and authenticated hacker attempting to break into a client’s external and internal network. The result of these scans is an extensive report detailing all potential threats.
- Identifies and prioritizes security weaknesses within your IT infrastructure.
- Offers actionable insights to mitigate risks, enhance cybersecurity measures, and protect against potential threats, ensuring a robust and resilient security posture

- Focuses on monitoring and immediately responding to threats directly on individual devices like laptops, as well as servers.

- Provides a broader view of security across the entire network by collecting and analyzing logs from various sources, allowing for threat detection through correlation and investigation but with limited immediate response capabilities at the endpoint level

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ORGANIZATIONAL DEVELOPMENT

People are the center of every organization, we help recruit, train and develop your culture so you can lead.

SERVICES

Leadership Development – Many accomplished executives leverage their skills and experience to achieve great success. However, they realize you constantly need to develop your skills. We work with executive leadership and management to develop your communication skills, develop critical thinking and rationalize approaches and decisions.

Executive Recruiting – We provide retained search for key executive and management roles. Our approach is unique in developing the critical measures and behavioral criteria for the ideal candidate. We can also provide interim management which can be hired or be temporary until the position is filled.

Organizational Change – Organizations experiencing mergers, expansions, process changes, or transformation in their business will confront challenges. Our approach embeds resources and expertise to manage change efforts for a smooth transition.

Communication Strategies – Complete communication management program comprised of individual coaching to complete company programs in the areas of:

- Executive presence – leadership style
- High stakes talks – managing difficult and high value situations and crisis management
- Managing your message – consistent messaging and reaching your audience
- Lasting relationships – building sales channels, collaborator and customer relations

VALUE

- Develop critical thinking with peers and stakeholders
 - Effective communications across all channels of the business
 - Holding effective meetings with board members, company management and townhalls
 - Creates a sounding board for rationalizing decisions developing your delivery and executive presence
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- Incorporates behavioral criteria in the selection process
 - Full service managed recruiting process
 - Post hire coaching and development
 - Interim management support with the option to hire (“Try before you buy”)
 - Fills an immediate need with skilled resources for critical positions
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- Dedicated resources to manage change efforts
 - Complete analysis of risks and mitigation strategies
 - Collaboration of stakeholders incorporating adoption of the changes
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- Customized communications coaching and development
 - Crisis management planning and active communications management
 - Company program development
 - Objective coaching and experienced support through critical situations
 - Reaching your audience through effective communication skills
 - Motivating management, groups and employees to achieve greater results

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