



- ✔ Reduce Downtime
- ✔ Increase Productivity
- ✔ Ensure Compliance



methodologyit.tech

# Services & Solutions

Focus on your business with secure and compliant IT that works.

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**Our focus goes**  
**▶ beyond just keeping**  
**the lights on.**

We work with every one of our clients to help supercharge their business, transforming their IT from a system that just needs support to one that is driving business results and helping them grow.



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## ▶ A Word from Our CEO

For over 25 years, I have proudly worked to build a business in an invigorating and ever-changing industry. Methodology IT is the culmination of all my efforts and I am pleased to have the opportunity to work with you.

Our team is comprised of knowledgeable, dedicated professionals who focus solely on the integrity of our services so that they can readily assist you in keeping your business front of mind. We select our partners with great care and vet only the best in the industry, which allows us to offer superior service at the best value for our clients.

However, great technology is not about what goes on behind the scenes, it should be about how it works for you and if it allows you to focus on your greatest assets - your staff and your clients.

With all our growth and all of our success, we know that the most important member of our team is you, and we will always define IT with you in mind.

*Keith Parker*

**Keith Parker, CEO**

### What Methodology IT offers:

- Best-in-class service, including quarterly meetings
- Unprecedented tenure in the industry - over 15 years and growing
- Global presence and experience with national and international companies
- Expertise with mid to large-sized companies

We would be honoured to be considered your partner for all of your business technology needs.





# ▶ What We Do

## Managed IT Services

It's the lifeblood of our business and yours. By outsourcing your network monitoring, Methodology IT is in control of problems before they even happen. We have customized solutions that meet the needs of clients of all sizes. Mitigate downtime and eliminate questions by outsourcing your IT with us.



## Email Hosting

Still using an AOL email address for your business? G-Suite just not cutting it for your growing team? Email is the lifeblood of today's business communication and you should have confidence that it will maintain the bandwidth, storage and capabilities that your business needs to function and grow.

## Phone Hosting

Our digital environment still demands personal communication. Voice Over Internet Protocol is the most innovative way to manage your telephone connectivity. If your business utilizes the internet, your phone system can seamlessly run via your online connection and provide your business with high-quality phone service.



## Consulting & Training

Technology should not be a foreign language and we work diligently with our clients to simplify the process and the implementation. From strategizing about your needs to training your staff on how to maximize your investment, we are passionate about being in touch with our clients.



## CTO Outsourcing

Every business should have one, but not every business needs a Chief Information Officer on staff full-time. We have a few dedicated professionals who stand in as your acting CTO to attend meetings, consult on major decisions and guide your company's technology strategy without a hefty dent in your payroll.



# ► Our Process

Our clients will tell you that when they partnered with **Methodology IT**, the process - from introduction to implementation - was as smooth as possible. We understand that having your systems interrupted, even for a brief time, is difficult. Our goal is to prepare you and your team in advance and guide you every step of the way during the partnership.

**1.**

## Initial Meeting to Uncover Your Needs

We utilize a consultative approach to help you determine your unique technology needs. Our team listens and works to establish a true relationship with our clients.

**2.**

## Network Assessment

Our “In Touch Assessment” will deliver a customized report of your individual environment and potential ways we can help.

**3.**

## Sign Estimate to Initiate Work

Based on our recommendations from your assessment, you will receive a scope of work proposal. Simply sign & we will begin working immediately.

**4.**

## Onboarding All-Hands Call

Once the contract is signed, we will schedule a call with your sales manager to discuss the projected timeline.

**5.**

## Implement and Install

Our technicians implement the transition, install hardware and handle any initial questions.

**6.**

## Attentive Service & Strategic Meetings

You will always reach a live technician when calling for service. We will also hold quarterly meetings to ensure that we remain in touch with your needs.

# ▶ Our Service Guarantees

Our guarantees are only as good as our ability to deliver on them, and we have proven time and again that we hold true to our promises. The truth is, we hope you never have to use them, but if you do, we will be the partner you can count on to make you whole again.

## **We keep the promises we make, always**

You've likely been burned before by promises made but not kept, and we understand! We've built our business by keeping the foundational promises that we make. Every. Single. Time. Trust is not easily earned in our business and we will continue to work throughout the process to prove that we are even better than you hoped we'd be.



## **No one wants to be in 2nd place except the person in 2nd place**

We say we're the best, because we are and we have the client list to prove it. Anyone can get clients, but only the best can keep them year in and year out, and we do. Because we deliver on our commitments and our promises which build relationships that last rather than transactions that simply pass on in time. We offer best-in-class service because that's what it takes to stay at the top.

### **\$100,000 Cyber Warranty**

Extra protection with up to \$100,000 in coverage, giving you added security and confidence in the event of a cyber incident

### **30-day Satisfaction Guarantee**

We are confident in the value we can bring to your business. If, for any reason, you're not completely satisfied with our service after the first month, just let us know, and we will refund your money.



*We provide a full range of Managed IT Services and IT Consulting support for small and medium-sized businesses across the United States. Whether you are looking for all-inclusive or a la carte IT support, we provide the ideal blend of a boutique firm that can respond quickly, combined with the capacity and adaptability to meet increasing demands as your business grows. These qualities uniquely position us to become the IT Partner that your business needs.*

# ► Our Core Values

## Sweep the Sheds

- Be humble and take responsibility for your own actions and not having any sense of entitlement.
- Don't be too big to master the small jobs.

## Truth

- We value honesty with our clients, partners, and each other.
- We take the time and the care to respectfully have the hard conversations.
- Mistakes happen. Learn from them and be accountable.
- Do what's right, not what's easiest.

## Service

- Make Positive contributions to our clients, our community and to each other
- Communicate



## Family

- Trust, compassion and empathy should guide our interactions
- Have our clients and each other's backs

## Purpose

- Find meaning in everything you do.
- Step up and take the initiative. Overcome challenges and find strategic solutions.
- Value results and deliver difference.

## Inclusion

- Create space for all voices and encourage authenticity.
- Strive for diversity of people, culture and thought.
- Take responsibility and be accountable for positive change.



# FAQs

## **What does “MSP” mean?**

Managed Services Provider. MSP is just a fancy way of saying that one company manages several of your technology services - hosting your email or phone, maintaining hardware services or laptops or even more complex solutions like building software.

## **Why should I hire an IT company?**

It all depends on what your needs are. Some companies just want additional resources when it comes to simple solutions like their phone systems. Some need far more support with data storage, monitoring and technical assistance. And some even HAVE an IT department or dedicated person on staff, but find that it's financially more beneficial to outsource than to hire additional full-time staff. The truth is, maybe you DON'T need to hire an IT company, but we promise, we'll be the first to tell you.

## **What does “MSSP” mean?**

Same as above, but the extra “S” simply accentuates that particular MSP also specializes in offering security services like dark web monitoring, data recovery if you were ever hacked and other security services that maintain the safety and integrity of your company's technology environment. Methodology IT is an MSSP.

## **We are unhappy with our current MSP. How hard is it to switch?**

The truth is, disruption is never an enjoyable experience. However, short-term discomfort far outweighs long-term frustration. We help to mitigate the change process sulk with copious amounts of upfront communication followed by step-by-step involvement during the switch. From on-site technician support to back-end sales and service contacts, you are assured to make it to the other side unscathed.

## ▶ FAQs

### **We have specific compliance requirements. Can you handle those?**

HIPAA, PCI, GDPR.. the list will forever go on and on and we have experience with them all. Data security is of the utmost importance to us and we help our clients navigate the intricate waters of achieving and maintaining compliance no matter which rules you need to follow.

### **Our company is very small/large. Will you be able to support us?**

We have 1000+ person, multi-national clients down to a five-person law firm. Our philosophy is that size doesn't matter, but service does. We can adapt to your needs and requirements based on how you feel we can serve you best. Our staff of technicians is accustomed to quick response for new installations and service requests because, at the end of the day, it doesn't matter what service you offer if you don't do it well. Methodology IT specializes in best-in-class service no matter the size of our clients.



# ▶ Our Services



## Cybersecurity Services

- Assessment Services
- Cybersecurity Consulting Incident Response
- Dark Web Monitoring Pen Testing
- Security Operations Center (SOC)
- Managed Endpoint Detection & Response
- Mobile Security
- Managed Security Operations Center
- Privilege Access Management with Account Identity Management
- Managed Email Content Filtering
- Identity Management
- User Education



## Managed IT Services

- Managed IT for Small & Medium Businesses
- Co-Managed IT Services (CO-MIT).
- Managed Services for Infrastructure & Cloud
- Enhanced Maintenance Support
- Managed Security Services
- Methodology IT Service Desk
- Asset Management Service
- Carrier Expense Management
- Dedicated / As-Needed Onsite
- Mobile Device Security and Management
- A-La-Carte



## Assessments

- Security Assessments
- Risk Assessments
- Compliance Assessments
- IT Infrastructure Assessments
- Cloud And Data Center
- Wireless Assessments



## Consulting IT Services

- IT Project Management
- Work Shops
- Technical Consulting
- Virtual Consulting
  - VCIO • VCISO/CSO
  - VCCO • VCTO
- Business Consulting
  - Service Management
  - Technical Operations Management



## Training Services

- Technical Workshops
- How-to Videos
- Security Workshops
- Compliance Workshops



## Compliance Services

- Consulting Services
- HIPAA
- GDPR
- CMMC
- ITAR
- PCI
- SOC
- NIST
- FTC





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