

# ANIT SERVICES EXPERIENCE LIKE NO OTHER



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# ABOUT US

Dedicated IT was founded in 2002 and provides outsourced IT services to a national SMB, midmarket and enterprise landscape.

Organizations choose to partner with Dedicated IT because they have outgrown their "mom and pop" IT provider or are seeking a firm who has a strong understanding of their industry needs and is able to expand IT responsibilities such as helpdesk, IT road mapping, or help with special projects.

# OUR MISSION AND CORE VALUES

The mission of Dedicated IT exists to act as a mantra in everything we do for ourselves and our customers. It's a statement we live by to hold ourselves accountable.

- We attack challenges with action and innovation.
- We deliver results and are obsessed with excellence.
- We value partnership over profit.
- We encourage people to have fun and let their hair down.



# **EXECUTIVE TEAM**





AARON UNDERHILL
COO & PRESIDENT / MANAGING PARTNER



CHRIS BURNS
CIO / MANAGING PARTNER

### **AWARD WINNING ORGANIC GROWTH**

Dedicated IT is recognized as one of the largest MSPs in Florida, making the 2020 Inc. 5000 list with three-year revenue growth of 125 percent, CRN 2020 Fast Growth 150 Award, and recently took home GrowFL's 2019 companies to watch award.









# HEALTHCARE

**END-TO-END TECHNOLOGY SUPPORT FOR YOUR PRACTICE** 

The team at Dedicated IT has worked with dozens of healthcare providers, specialities and practices to deliver a variety of IT services. Whether you need a complete IT management solution, or just need some gaps in your current IT filled, Dedicated has processes and standardization that ensure all of our solutions meet HIPAA and privacy requirements for the healthcare industry.

When you work with us, you get more time to focus on your practice while we handle your IT.



#### WHAT WE SPECIALIZE IN

# OUR EXPERTISE

#### **HIPAA CERTIFIED**

Audit-proof your practice with our compliance services.

#### **HEALTHCARE VETERANS**

We've worked with practices of all sizes and specialities, so you can trust our recommendations.

#### **EMR EXPERTS**

We have decades of hands-on experience working with the top EMR companies.

#### **PROTECTING EPHI**

Keeping your data safe is our number one goal, and we've got the tools to do just that.

#### **PARTNERS AND ASSOCIATIONS**

















#### **CUSTOMIZED JUST FOR YOU**

# OUR PORTOFOLIO

#### **EMR SYSTEMS**

- NextGen
- Cerner
- eClinicalWorks
- Kipu
- Glowstream
- Nextech
- Athenahealth

- Greenway Health
- Epic
- Kareo
- Allscripts
- Empower
- Uniplast

#### **SPECIALTIES**

- Internal medicine
- ASC/surgery
- Family medicine
- Pediatrics
- Neurology
- Psychiatry
- Behavioral health

- Dermatology
- Urology
- Plastic surgery
- Radiology
- Sports medicine
- Urgent care

#### **TECHNOLOGIES**

- MRI/CT/CR/X-ray
- Ultrasounds
- Bone density scanners
- CCD/CCR
- Faxing

- Patient satisfaction
- PACS
- HL7/Interface
- Telemedicine
- RCM/BI platforms

# SENIOR LIVING

#### **DEDICATED IT HELPS CAREGIVERSBE AWESOME AT THEIR JOB**

Dedicated IT is one of the fastest growing, most capable, full service technology companies in Florida. Our goal is to change the perspective that people have about IT companies and the people who work for them. We don't take ourselves too seriously, but we do take what we do for our clients very seriously.

Dedicated IT is a comprehensive cloud and IT services group that specializes in Senior Living & Assisted Living Healthcare services. We know the industry, the challenges, the applications and the urgency to make technology work right all the time.



#### WHAT WE SPECIALIZE IN

# OUR EXPERTISE

#### **INDEPENDENT LIVING COMMUNITIES**

Retirement in this day of age can require a lot of technology for your end users as well as staff. We can manage what you have or help with your growth.

#### **ASSISTED LIVING COMMUNITIES**

24/7 Turn-key live support gives caretakers, staff, and physicians the response time required when using any key technologies.

#### **COMMUNITIES (CCRC)**

Today's CCRCs offer resort level technology infrastructure to give residents the freedom to enjoy connectivity on their own terms -Does yours?

#### **HOME HEALTH SERVICES**

Are your nurses travelling with ePHI on their devices? Connectivity back to servers reliable? How do they get support? We help HHS clients with this and more.

#### **MEMORY CARE COMMUNITIES**

This specialized form of care provides the necessary resources for staff to care for seniors with Alzheimer's and other forms of dementia.

#### **SKILLED NURSING FACILITIES (SNF)**

Long term care requires strategy. Having reliable infrastructure can ensure your skilled nursing staff are prepared and deliver the best results possible.

#### PARTNERS AND ASSOCIATIONS



















# DATA PROTECTION

#### **PROTECTING WHAT MATTERS THE MOST**

Losing data costs you. Whether in time, productivity, or dollars, data loss at any scale impacts your business and your reputation.

At Dedicated IT, we take data protection seriously. The integrity of your data is our #1 goal, but we understand that RTO and RPO are just as important to a functioning business. That's why we design data protection that works for you.

When it comes to data security and integrity, Dedicated IT pulls out all of the stops. Our goal is to first understand how your business consumes data, what compliance requirement exists and the impact of downtime or data loss. From there we can design a solution that meets your RTO and RPO requirements. Or if you're looking for an easier, hands-off approach, you can deploy Dedicated IT's "Best Practice" data protection standards.

#### **TAILORED FOR YOU**

# CUSTOMIZED FOR YOU

If you need a little more from your data protection solution, we offer additional options to create a unique solution for you.



Adjust RTO/RPO for default backup



Multi-site backups



**Public cloud restore compability** 



Data integrity and restore testing



**Meet your SLA requirement** 



Starlink satellite internet to data center where available

#### **ONLY THE BEST**

# STAY AHEAD OF THE CURVE

You don't want sensitive information to fall in the wrong hands. Period. Without the right tools and expertise at your disposal, that's easier said than done. At Dedicated IT, we have a full team of IT and data protection experts to guide you to the right solution and fully manage it, giving you uninterrupted peace of mind.

#### **24X7 PROTECTION**

## THE DEDICATED BASELINE

Even if you don't have exact goals for your solution, we can deliver industry-leading objectives with our baseline data protection. Example of a typical organization baseline looks like the following:



SAN snapshots every four hours, for six snapshots per day



Ability to restore any day of the last seven, any week of the last three, or the last month



Backup every 24 hours on immutable, dedicated storage



# VOICE AND COLLAB

**COMMUNICATE YOUR WAY** 

How people communicate and collaborate is changing. Just recently, we've all seen a surge in video and teleconferencing the likes of which we never could have predicted.

Now more than ever, we are aware of just how important it is for businesses to have a variety of communication options to meet their customers, and their staff, wherever they work best. With a sea of options available, how can you find the right ones for your business?

That's what we're here to help you with. Dedicated IT can help you navigate the changing interaction paradigm, understand the newest technologies, all while ensuring your business' security, compliance, or data protection are in check.

#### **TAILORED FOR YOU**

### EXPERTS IN WHAT YOU USE

Cisco Platform

**Voice Physical Phones** 

Connectivity

Microsoft 365

Fax Server

Phone and Faxing

**/** Teams

MDM and Compliance for Mobile

Remote Work

#### **BUILT FOR YOU**

### MEET YOUR OMMUNICATION NEEDS

Communication standards are rapidly changing and unique to each business. You don't need to settle on a one-size-fits-all solution if you need something more specialized. With Dedicated IT helping you deploy a voice or collaboration solution, from VoIP to video conferencing, you can be sure that you'll get a solution that meets your requirements while supporting your productivity goals.

#### **WHAT WE DO**

## **OUR SPECIALIZATIONS**

Even if you don't have exact goals for your solution, we can deliver industry-leading objectives with our baseline data protection. Example of a typical organization baseline looks like the following:



VoIP / Analog
Phones Support



Phone System Support



Multi-location Routing



Hosted Phone



Faxing Solutions



# CYBER SECURITY

WHAT WORKED BEFORE WILL NOT WORK NOW

Dedicated IT's cybersecurity professionals provide business owners with a full-spectrum service offering from incident response and audit advisory services, to breach response, and post-incident remediation. Dedicated It works with organizations to ensure needs are not only met but aligned with industry and regulatory requirements.

Dedicated IT' full stack services include advisory focused services such as security risk assessments, security awareness training, and pen testing. Our tiered Managed Security Packages include tiers of protection that meet demands and enable visibility and budget planning.

#### **INVESTING IN YOUR PEOPLE**

# EDUCATE AND REMEDIATE

The greatest weakness to your cybersecurity is the preparedness of your team and your ability to remediate if the worst does happen. You need to be prepared for the unique risk vectors your staff introduces to your business.



Social engineering / Phishing scams



Shadow IT – Departments are buying things that are not managed or integrated with security in mind



Poor employee habits due to lack of best practices implemented



BYOD enabling new threats that you approve walking in the door



Remote workers and external vendors – Devices are accessing your corporate network and they're not being monitored or adhering to security policies

#### **PEACE OF MIND**

### OPERATE WITH CONFIDENCE

The constant risk of cyberthreats can be a dark cloud that looms over your business. Having a comprehensive solution in place can banish that cloud and give you the confidence to operate your business how you want. Dedicated IT builds cybersecurity solutions for your business so you can innovate freely and pursue growth with worrying ransomware or a phishing attack could wipe your business out.

#### **ARE YOU PREPARED?**

### YOUR CYBERSECURITY POSTURE

Cybersecurity isn't a switch you flip on. Your security journey requires a 360 degree understanding of your digital and physical footprint; a deep understanding of what makes up your posture, and exposure. Most business leaders are overwhelmed by the marketplace of products all claiming to solve all your problems. That's why we approach security with a wide spectrum of focused services and compare your security against a baseline measure of risk.



Protect End User
Devices & Systems



Detect and Respond to Threats



Monitor and Educate Staff



Risk Mitigation and Remediation



# MICROSOFT 365

**BEYOND BUSINESS-CLASS EMAIL** 

Microsoft 365 is a cloud-based subscription service that brings together all of your favorite productivity tools in one simple to manage platform. While almost every business is familiar with Microsoft 365, not every business is getting the most out of it.

That's where Dedicated IT comes in. As a Gold Microsoft Partner, we are extremely familiar with the in and outs of Microsoft products, from deployments to data security and management. We've used our expertise to help businesses get the most out of Microsoft 365 while simplifying management. Even if your Microsoft 365 is up and running, you could be paying thousands of dollars every month for licenses you don't even need.

With Dedicated IT managing your Microsoft 365 environment, we can bolster best in class security, accelerate end-user adoption, and fast track migration and consolidation, and stay on top of the resources you need, all while maximizing what you've invested.

#### **ANY PLACE, ANY DEVICE**

# AVAILABLE ANYWHERE, SECURE EVERYWHERE

Microsoft 365 gives your team access to their core business applications from wherever they are, even on mobile devices! This means your communication and collaboration doesn't have to end at the office. And with the ability to carry out confidential messaging with encryption, you don't break HIPAA compliance.

#### **LET US HELP**

## GET THE MOST FROM MICROSOFT

Microsoft deployments and management is, frankly, a headache you don't have to tackle on your own. The team at Dedicated IT knows what it takes to execute a flawless Microsoft deployment, and our management standards let you focus on getting work done instead of worrying about any migration downtime.

#### **WHAT WE DO**

# SIMPLE AND SCALABLE PRODUCTIVITY

Managing Microsoft products has never been easier. The days of expensive product purchases are gone, and the as a service model has replaced it.

All Microsoft 365 requires is a monthly subscription and license for each user, making scaling as simple as adding a new user and granting them access to your business. Adding and removing users and changing permissions is managed in one hub, and automatic patching and updates ensure that your environment remains secure and functional.

And because Microsoft 365 can be hosted in the cloud, you don't have to pay for expensive on-premise hosting. The combination of scalability and cost-savings is a no-brainer if you're in the market for an all-in-one productivity suite for your business.



# CLOUD & HOSTING

NEW OPPORTUNITIES FOR PRODUCTIVITY AND RELIABILITY

Have you been looking for a way to simplify your IT, or to break free of the hardware buying cycle? IT hosting solutions might be what you're looking for.

Hosting solutions from Dedicated IT help you deliver a more reliable end-user workflow experience that is less dependent on individual hardware or location. We've been delivering such solutions since 2005, with special expertise in industries like healthcare and hospitality.

Whether you are trying to move away from large capex hardware purchases, support a dynamic workforce, or simply need to outsource management, Dedicated has a hosting solution that can help you squeeze out more productivity and reliability from your IT infrastructure while reducing overall cost.

#### **SIMPLE AND EFFECTIVE**

# BREAK FREE OF THE HARDWARE LOOP

Keeping end-user technology up to date is an expensive and time consuming project. As upgrade cycles become shorter and more manufacturers try to lock you into hardware leasing cycles, it can be difficult to afford what you want for your IT infrastructure. Hosting solutions offer a way out. They give you a clear solution to the three biggest struggles in keeping up with end users: scalability, simplicity, and effectiveness.

#### **AGILE, ADAPTIVE, AND SCALABLE**

### BE MORE DYNAMIC

Businesses across the US have seen how fragile their workflows can be when they are tied to on-premise hardware. With the evolutions happening in the workplace, hosted IT can be a great way to maximize the impact of your IT for your team. If you are considering agile, adaptive, scalable and simple solutions to your IT infrastructure and core workflows, hosted solutions from Dedicated IT are just what you need.

#### **WE'RE HERE TO HELP**

### **DO I NEED HOSTING?**

You should consider a hosting solution for your business if you have any of these struggles or workflows.



Multi-location consolidation



Simplified management of workflows



Remote workforce and collaboration



Needs for more stable IT infrastructure



Rapid growth



Moving away from hardware ownership



**HIPAA** requirements



Expanding data redundancy and improving security posture



# CO-MANAGED SERVICES

**SCALE EFFORTLESSLY** 

Getting more done requires more resources. But sometimes, you don't have the bandwidth to spend time finding, training, and managing the people necessary to ensure the high-level of customer service your staff deserves.

Why not spend a fraction of the time and cost for a proven, turn-key solution?

Whether you need to tackle a big initiative or shuffle day-to-day support off of your IT staff's plate, co-managed services from Dedicated IT is the perfect solution for a business that needs to scale their IT quickly and effortlessly.

#### **ANY PLACE, ANY DEVICE**

# IT'S ALL ABOUT PREDICTABLE OUTCOMES

Our team has established processes and standardization that ensure service delivery that you can rely on. Think bigger than quarterly updates: we give you access to an in-depth portal that allows you to keep tabs on everything from open tickets to resolution times. And we use our support data to create proactive, predictable strategies that promote first-call resolutions for most IT issues.

#### **LET US HELP**

## A PARTNER IN GROWTH

Our co-managed services are a tool to help your business grow. That's the bottom line. It helps your team get more from their day. More resources to tackle projects. More time to address big-picture tasks. More bandwidth to innovate and grow. And with all of that comes reliability and visibility so you can be sure you're getting exactly what you paid for. If you're ready to augment your IT staff with the additional professionals, resources, and expertise or Dedicated IT, fill out the form below. Let's make you better tomorrow.

#### **WHAT WE DO**

## STRATEGIC IT BUILT FOR YOU

Co-managed services from Dedicated aren't a one-size-fits-all situation. We spend time learning about your business, your team, your needs, and how we can build the right solution. Because every business is unique, we use data and key information to tailor a solution into a strategic tool that helps your business identify and achieve its present and future goals.



**SPECIAL PROJECTS** 



**IT ADVISOR** 



SERVICE DESK AUTOMATION



**CUSTOM ENGAGEMENTS** 



# SERVICE DESK

A SERVICE EXPERIENCE THAT DELIVERS RESULTS

Dedicated IT's Service Desk is more than just a couple of technically-savvy people answering the phones. It's an entire suite of services, people, processes and systems that, when stitched together, provides organizations with award-winning, industry focused professional IT management.

On top of getting access to completely scalable, enterprise-strength IT management, our data-driven support enables us to identify pain points, growth opportunities, and revenue savings that help your business fire on all cylinders.

#### **WE VALUE YOUR TIME**

# SPEND LESS TIME WAITING FOR SUPPORT

How can you gauge outstanding IT support? By seeing how much time you spend waiting for issues to be resolved. We work round-the-clock to proactively protect your team, preventing any IT-related disruptions. But even if a problem occurs where a team member needs direct support, we work hard to deliver a one-call resolution. That means talking to one experienced support technician for 15 minutes or less to resolve most issues. We use our robust data-gathering to tailor and optimize support for your IT infrastructure, helping reduce overall support issues and lowering resolution times.

#### **PEACE OF MIND FOR YOUR BUSINESS**

### ESTABLISHING FOUNDATIONAL SUPPORT

To get the most out of our unique managed IT solution, we need to make sure your baseline IT support is covered. Our support structure is broken into two buckets.

#### **PROACTIVE SUPPORT**

Prevent outages, minimize risk, maintain up-to-date systems



**STRATEGY** 



**MONITORING** 



**RISK MITIGATION** 



**ACCOUNT MANAGEMENT** 



**COMPLIANCE** 



**AUTOMATION** 

#### **REACTIVE SUPPORT**

Put out fires, manage emergencies, day-to-day staff support



**EMR + APP TRIAGE** 



**NETWORK CONNECTIVITY** 



**RANSOMWARE REMEDIATION** 



**VENDOR MANAGEMENT** 



**BREACH RESPONSE** 



**HELPDESK + SUPPORT** 



# HIPAA COMPLIANCE

GAIN CONFIDENCE WITH A MATURE COMPLIANCE TEAM

The Health Insurance Portability and Accountability Act (HIPAA) Security Rule requires that covered entities and their business associates conduct a risk assessment of their healthcare organization. A risk assessment helps your organization ensure it is compliant with HIPAA's administrative, physical, and technical safeguards.

Dedicated IT provides practices of all shapes and sizes gain HIPAA compliance and offers services on various levels of needs. Whether you're needing a security risk assessment, or execution on a remediation plan, we're ready and able to help.

#### **DRIVING LOWER RISK**

# PROACTIVE SECURITY PAIRED WITH YOUR COMPLIANCE PLAN

Cybersecurity isn't a switch you flip on. Your security journey requires a 360-degree understanding of your digital and physical footprint; a deep understanding of what makes up your posture, and exposure. Most business leaders are overwhelmed by the marketplace of products all claiming to solve all your problems. That's why we approach security with a wide spectrum of focused services and compare your security against a baseline measure of risk. Our cybersecurity service portfolio is packed with a multi-angled approach that includes various levels of engagements such as:

- Conduct risk assessments
- Develop a procedure, with policy enforcement and a remediation plan
- Deploy access controls
- **DNS Security**
- Implement MFA/SSO where possible

- Active directory monitoring
- Threat detection, behavioral learning and remediation automation
- Data encryption; endpoint, server, network

- Cybersecurity awareness training and ongoing education
- Active dark web monitoring
- Data loss prevention (DLP)
- Insurance requirement checklist
- 24/7/365 NOC & SIEM

#### **WE'RE HERE TO HELP**

# **HEALTHCARE IT YOU CAN RELY ON**

Dedicated IT spends a lot of time and effort training and certifying our professionals to support healthcare businesses like yours. And trust us, that means better results for your business and ours.

Let us show you what specialized support looks like for your practice. Fill out the form below to reach out.

# HOW IT WORKS: CHOOSE MODEL

### **CHOOSE MODEL**



#### **SERVICE DESK**

We become your IT department, provide end-to-end proactive and reactive IT support to your staff.

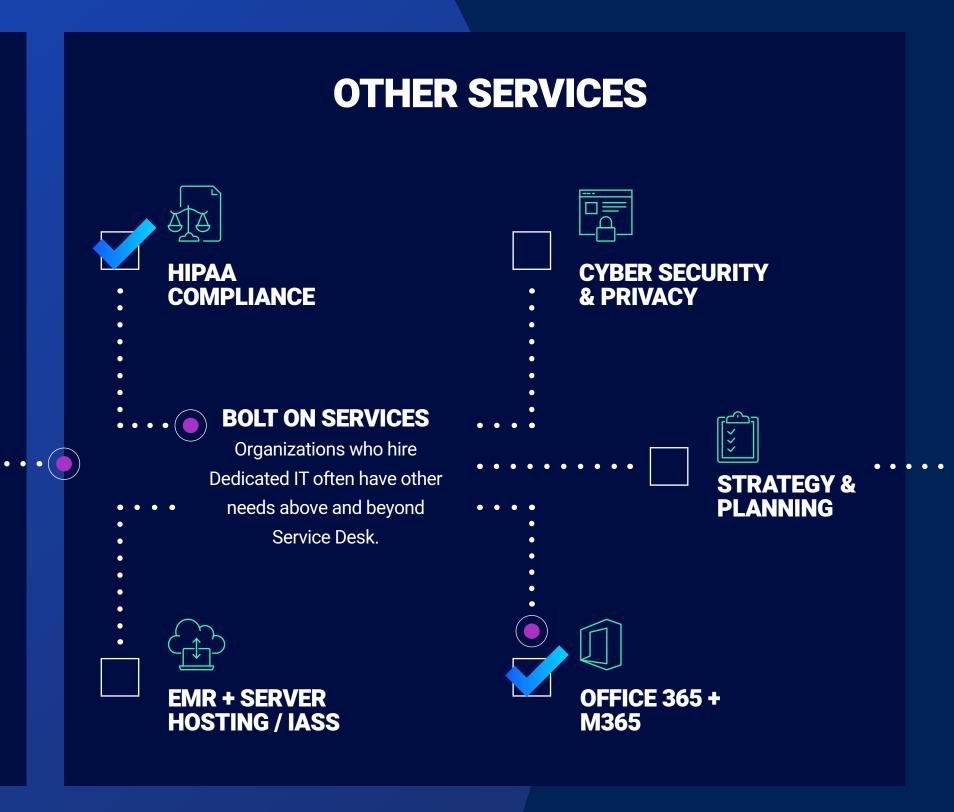
**TYPICALLY 20-150 STAFF** 



## SERVICE DESK + CO/MANAGE

We become a resource, escalation point, or an extension of your IT team, and augment with various levels of Service Desk & Projects.

**TYPICALLY 100+ STAFF** 





### PROPOSAL

Our flat rate, per employee fee enables businesses to budget and know exactly what they're expense is going to be. Any additional bolt on services such like Microsoft 365 will be included in the solution design and the proposal.



### • • SIGN

Proposal is prepared, sent, and signed by the customer.



### • SCHEDULE

Upon approval, we schedule an onboarding call to introduce the team who executes your transition;

The IT Advisor.



SERVICE DESK



**HIPAA COMPLIANCE** 



**OFFICE 365 + M365** 

# **MONTH 1**

# MONTH 2



#### **WELCOME CALL**

We kick off our welcome call to introduce the team who will help you transition to Dedicated IT.



#### **SURVEY STAFF**

Engage staff with IT focused surveys to understand pain points, process needs, and gain benchmark of IT issues.



#### **IDENTIFY + ASSESS**

We work with you on site or remotely to assess, document, and uncover all your technology to ensure delivery.



#### **THINGS WE STILL NEED**

We're continuing the refinement of the issue list and building out a technology roadmap – made just for you.



#### **ISSUE LIST**

We're continuing the refinement of the issue list and building out a technology roadmap – made just for you.



#### **IT TIME-BOMBS**

What is going to cause a disruption of our launch? What problems do we need to ensure are communicated?



#### **BUILD ISSUE LIST**

We build an issue list, ask a LOT of questions about your goals, vision, and begin creating a 3-year roadmap.



#### **CUT/GO-LIVE**

We launch services, begin calibration meetings, and knocking out priority issues to ensure quick escalation.



#### **KPI REVIEW**

We're reviewing key performance indicator / service overview data with you to ensure expectations are being met.



#### **CSAT RATING**

How are we doing? Staff liking us? We'll walk you through any feedback collected from your staff.



# MONTH 3

# MONTH 4





**CASE STUDY**How'd we do? Anyone you know we can help? We'll work together to share your story with others who might benefit from better IT.





#### **3 YEAR ROADMAP**

We've presented our issue list draft and fine tuned it to ensure a technology roadmap is actionable and in your hands.





#### **APPROVAL**

Any items on roadmap are now converted to opportunities, presented to customer, and executed in order.









#### **SURVEY BENCHMARK**

The staff surveys are used again to poll and compare against previous results.







Chris did a great job of helping me solve the problem. Chris is a pleasant individual to chat with on the phone and has an excellent sense of humor. Thanks Chris!

Tara Mitchell
Wright Vision Center

"As always, William got my issue solved and I asked him to teach me how to do it and he did. These guys are the best ever. Customer service is awesome. They are always willing to help and don't minimize the issues. Thank you guys."

Fran N. Florida

"Team did an excellent job! They're very knowledgeable, very patient with great people skills! Totally an asset to your organization!"

George D. Baltimore, MD Support tech went through all possible options available to determine if OOC had the capability to import a CD from an outside facility. This happened quickly and efficiently!

Michael Hill
Orlando Orthopaedic Center

"Chris Palesty was the IT technician today that assisted me. He provided great customer service today he addressed my issue. He made the process simple and communicated effectively and had an overall good attitude."

Sagae Nelson Panacea

"Jeremy was awesome to work with! Best IT support around! You make it so easy!"

Jacqui M. Florida

"Brandon was amazing! I was in the freak out zone and he was patient, kind, completely understanding not to mention swift to fix my issues and get me back in my cloud session."

Debbie F. Florida

"Susan patiently worked with me as she addressed the issues I was experiencing in ORACLE. She tried a number of different ways to resolve why my images were not displaying in attachments. Susan figured it, overall did an exceptional job. Thank you."

Alison D'Agostino
The Professional Golfers Association of America

"Amazing job with correcting my issues as well as phenomenal customer service! Thank You"

Angela H. Phoenix, AZ

# LOCATIONS SERVICES ACROSS ALL NORTH AMERICA.

### **OUR GROWTH STRATEGY**

- **2016-2021**
- **✓** 5-100+ staff in 5 years.

# **EXPANDING IN KEY GROWTH MARKETS**

- Texas
- Colorado
- Georgia

### BUILD STRONG PARTNERSHIPS WITH KEY VENDORS

**✓** One of the largest MSPs in North America.



# WE'D LOVE TO HEAR FROM YOU!

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