



Getting Started with Impress Computers MSP Program

Impress Computers will be spending the next 60 days getting you set up and prepared for long-term success with our services. For us to provide the best experience possible and ensure you are always in the know, we are providing you with the below checklist items that cover all essential actions until your go-live date. We will refer to this often in our communication to keep you up to date on the status.

- **Meet the Team** – Scheduled meeting with your onboarding engineer to review contract services, welcome packet and communicate next steps.
- **Discovery and Network Audit** – During this time we will gather information about your hardware, software (type, subscriptions, Licenses) and technical environment to set you up in our systems and prepare to support your IT needs. You will be provided a questionnaire to start this process by your onboarding engineer who will review and help you locate items that maybe unknow to you.
- **Deployment and Set-Up** – Once your network is well documented, we will complete the set-up process by deploying our tools (Monitoring agents, Antivirus, Backup systems etc.). You will be updated on the status of this work by your onboarding engineer.
- **Orientation Meeting** – A brief meeting to give you a full status update prior to your go-live date and orientation training led by your onboarding engineer.
- **On-Site Training** – Our team will come to you to provide a brief training for all users. We will introduce ourselves, review the procedures for contacting us and answer any questions your team may have. We typically bring goodies too!
- **60 Day Review** – Your onboarding engineer will lead a review with you, your executive team and our leadership. Topics of discussion include transition milestones, network assessment results and recommendations moving forward.
- **Implementation Survey** – Once all the above are completed, we will send you a survey and would appreciate your honest feedback. Our leadership team members review each one to ensure the ongoing improvement of our services to our clients. Please forward this survey to any relevant staff members.

Should you have any questions during this transition period, please reach out to any member of our team. We take our service seriously and do our best to make this a smooth transition so your business can remain successful and poised for growth.

The Impress Computers MSP Team