

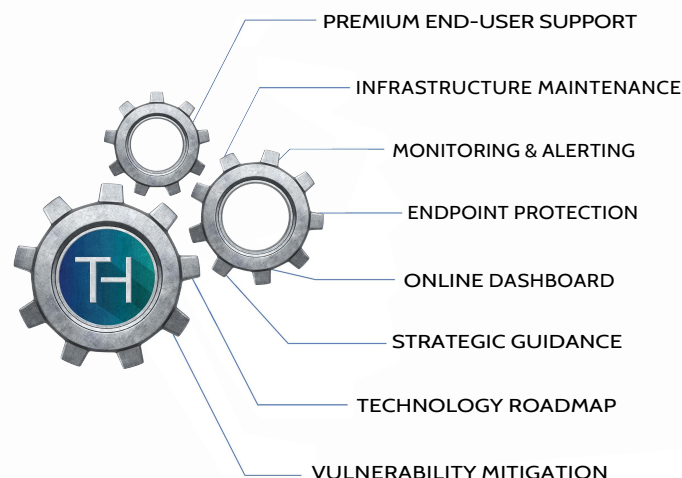


Maintaining the highest level of performance for the critical systems and infrastructure that **keep your business moving forward.**



## STRATEGY-DRIVEN MANAGED SERVICES FOR CONTINUOUS IMPROVEMENT OF IT OPERATIONS

THInc. Ops performs the essential IT functions to keep your infrastructure running smoothly, while partnering with you on long-term IT strategy and budgetary planning for continuous improvement supporting the needs of your business. Built on 30 years of experience solving technology challenges for thousands of clients, THInc. Ops improves upon the traditional MSP model to deliver a higher quality of service supporting your staff and stronger protection against cyberattacks.



### KEY OUTCOMES

#### Gain a roadmap for technology modernization

##### Infrastructure Assessment

Our team starts by learning about your business objectives and unique IT environment. We then perform an infrastructure assessment to better understand your hardware, software, and security posture.

##### Technology Roadmap

Based on an objective, industry-accepted assessment framework, we help you align your IT strategy with business goals to get the most out of technology investments, improve reliability, and drive productivity.

#### Remove the IT obstacles impacting the productivity of your staff

##### Tier-1 through Tier-4 Support

Our Tier-1 technicians meet the industry standard skill-level generally required of Tier-2 technicians and we provide access to Tier-3 and 4 experts and architects to resolve incidents quickly and efficiently.

##### In-house US-based team

Our all US-based team is empowered to think outside the box and go the extra mile to solve problems, so your front-line workers and executive staff always come away from support interactions happy and impressed.

#### Continuous optimization of IT results, efficiency, and costs

##### Strategic Guidance & Planning

Clients are given the opportunity to meet quarterly with a technical resource for strategic guidance on IT performance, security posture, optimization of resources, budgeting, and technology planning.

##### Online Dashboard for 24/7 Visibility

In addition to regular communication and reports from our team, clients have 24/7 access to a dashboard providing real-time visibility of their environment and our team's activities.

# HOW WE WORK

Serving organizations nation-wide from our Oregon headquarters, we provide the people, processes, and technology to deliver world-class IT infrastructure for small, mid-sized, and enterprise companies.

## SERVICE DELIVERY TEAM LEADS



Abiud Guzman, ITL4  
Manager, Service Delivery



Forrest Palamountain, CISSP  
Security Operations Lead



Todd Arnold  
Customer Success Manager

## CORE FUNCTIONS

### Infrastructure Maintenance

Proactive upkeep and life cycle planning of hardware and network infrastructure.

### End-User Support

Skill-level and quality-of-service head and shoulders above ordinary MSPs.

### Monitoring and Patching

Monitoring network performance, deploying updates and patches.

We're not just your MSP. We're a strategic partner for your technology journey.

From the very start of onboarding, the THInc. Ops program is calibrated to integrate with the existing roles on your internal IT team and support your unique business needs. As those needs and priorities evolve, we stay in sync with a proactive approach to communication, maintaining strategic alignment, and giving you visibility across all facets of your environment.



### Strategic Business Reviews

Quarterly meetings to sync up on goals, priorities, and discuss IT performance related topics:

- Advice on projects and solving business pain points
- Review of metrics and progress on your roadmap
- Hardware warranty status and refresh cycle update
- Budgetary planning, cost optimization, and more



### THInc. Ops Dashboard

Real-time visibility of your IT environment, with actionable insights for decision-making:

- View open tickets, tickets awaiting input, and historical trends
- Track which devices are generating the most support activity
- Device inventory changes, offline status, and patch health
- Identify outdated operating systems and EOL devices

## BUSINESSES THAT EXPECT MORE FROM THEIR MANAGED SERVICE PROVIDERS TRUST TECH HEADS

Ready to supercharge your IT department?

Contact [Tech Heads](#) to discuss your goals for technology with our team and hear more about how THInc. Ops can deliver a total managed IT solution for your business.



Contact Tech Heads