improving
It's what we do. ™

MANAGED SERVICES PROVIDER
by Improving

More than just an ordinary MSP, Improving is your partner in Modern Digital Services.

Many companies struggle to staff IT support teams and maintain a remote workforce. Our MSP gives a company an opportunity to leverage Improving professionals to maintain their laptops and mobile devices and offer help desk services.

Whether the need is to maintain the security of a company's data, deliver software to user devices, or provide a help desk to support a workforce; Improving can help.

When you work with Improving...

Each customer is assigned a dedicated engineering team.

You gain a partner who is a proven and Trusted Advisor, not a relationship based on transactions.

You have access to a deep pool of seasoned and knowledgeable technical professionals that can provide you with additional resources beyond MSP.

What Makes Us Different?

Improving staffs a customer with a dedicated support team to give them the attention they need. The assigned engineers take the time to understand the customer needs and build relationships to partner with them on a level above other MSPs.

Improving's core business is a partnership that builds, customizes, and implements solutions for the Modern Workplace. Our clients see us as Trusted Advisors with deep technical expertise who can delivery unparalleled support. Providing managed services helps us maintain these trusted, long-term, specialized relationships.

Excellence
Excellence is not an occasional act, but a persistent habit.

Involvement
Our success is a consequence of our collective involvement.

Dedication
Involves thinking of others more, without thinking less of ourselves.

Managed Cloud Services

With the evolving complexity of cloud capabilities that are critical to business operations, clients require specialized managed services for navigating their assets in their cloud, multi-cloud, and hybrid-cloud environments. Improving offers a managed service that helps ensure the security and reliability of your cloud investments whether its accessing email, documents, or application services.

- **Protection:** AV/Anti-malware, Secure Storage, Network & Device Monitoring, Patch Management, Configuration Management, Threat Scanning and Detection, Backup and Recovery

- **Control:** Account Lifecycle Management, Access Controls and Conditional Access, Zero Trust Authorization, Connectivity and VPN/ZTNA (zero trust network access)

- **Reliability:** Resource Monitoring, Service Level Metrics, HA/DR Configuration and Planning

- **Cost Management:** Resource Utilization, Capacity Management, Monthly Spend, License Optimization

MSP & MSP+

Service Levels made to fit your unique needs.

Endpoint Managed Services (MSP)

- Device Management
  - Mobile Device Management (iOS/iPadOS & Android)
  - Windows 10/11 & macOS
  - Application delivery
  - Software updates
  - Device Configurations & Monitoring
- Help Desk
- AV/Antimalware deployment & monitoring for user facing devices
- Vulnerability remediation

MSP+

Contains all the services of MSP and adds the same services to cloud and on-premise workloads.

MSP core services extended to server/cloud resources

Benefits of Improving Managed Services

Cost

- **Predictable Cost Structure:** We provide cost-effective solution by packaging IT services into a set amount paid annually or monthly.

- **Increased Productivity:** By outsourcing network administration, data backup, security, communications, and IT support to Improving, your internal IT team can focus on core tasks, leading to better efficiency and productivity.

- **Improved Efficiency:** Outsourcing IT tasks allows your internal team to focus on strategic initiatives rather than routine maintenance. This streamlined approach improves overall efficiency.

Risk

- **Risk Mitigation:** Improving's engineers help mitigate risks by implementing best practices, staying up-to-date with industry trends, and ensuring compliance with regulations. This reduces the chances of costly errors or security breaches.

- **Cost Savings:** Beyond predictable costs, Improving helps you avoid expensive emergency repairs (common with break-fix services) by proactively maintaining your systems.

Security

- **Visibility and Control:** MSPs offer better visibility into your IT infrastructure. With constant monitoring, they can identify issues early and address them promptly, ensuring smoother Operations.

- **Enhanced Security:** MSPs specialize in network security. They continuously monitor systems, detect vulnerabilities, and proactively address threats. This reduces the risk of data loss and ensures a more secure IT Environment.

- **Scalability and Reliability:** MSPs can scale their services based on your business needs. Whether you're expanding or downsizing, they adapt to provide consistent support. Additionally, their reliable services minimize downtime and disruptions.

Expertise

Access to Expertise: Our MSP specialists bring specialized skills and knowledge to the table. Their expertise covers a wide range of IT areas, ensuring comprehensive support for your business.

Interested in our Services or want to learn more?

Schedule a Consultation today.

✉ Info@Improving.com

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