MAPLETRONICS

DOES YOUR MANAGED IT PLAN HAVE YOUR BUSINESS COVERED?

Use this checklist to ensure you're getting the support, protection, and strategy your business deserves.



SUPPORT & HELP DESK

- ◯ 24/7 live technical support
- ◯ Remote & onsite Assistance
- ◯ Trackable ticketing System
- ◯ Guaranteed response & resolution times (SLAs)
- ◯ End-user support for common apps

STRATEGIC IT PLANNING

- ◯ Regular IT reviews & strategy sessions
- ◯ Technology roadmap aligned with business goals
- ◯ IT policy & compliance guidance

CYBERSECURITY & RISK MANAGEMENT

- ◯ Endpoint detection & response (EDR)
- ◯ Email filtering and spam protection
- ◯ Firewall & network security monitoring
- ◯ Vulnerability management & patching
- ◯ Data encryption & access controls
- ◯ Incident response planning

SYSTEM MONITORING & MAINTENANCE

- ◯ 24/7 monitoring of critical systems
- ◯ Proactive updates & patch management
- ◯ Hardware & software asset tracking
- ◯ Network performance monitoring
- ◯ Backup & disaster recovery testing

AUTOMATION & EFFICIENCY

- ◯ Automated patching & software updates
- ◯ Scripting & automation of repetitive tasks

CLOUD SERVICES & MANAGEMENT

- ◯ Microsoft 365 Management
- ◯ Cloud storage & file sharing solutions
- ◯ Cloud backup & business continuity planning

REPORTING & TRANSPARENCY

- ◯ Monthly or quarterly service reports
- ◯ Asset inventory & licensing reports
- ◯ Ticket resolution & response metrics
- ◯ Executive summaries & recommendations

USER TRAINING & AWARENESS

- ◯ Cybersecurity awareness training
- ◯ Productivity training
- ◯ Phishing simulations & reporting
- ◯ Onboarding/offboarding IT processes

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