



DATA PROS MICROSOFT SOLUTIONS PROVIDER GUIDE

START EXPLORING

WHAT IS A MICROSOFT SOLUTIONS PROVIDER?

MORE THAN A VENDOR. A TRUSTED ADVISOR.

A Microsoft Solutions Provider (MSP) delivers a wide set of necessary services for clients looking to maximize their investment in the Microsoft Cloud. These Services include: Administration, Deployment, Tech Support, Training and Consultation.

THE DEFINITION

Think of Data Pros as a trusted advisor who has intimate knowledge of the objectives that you are trying to achieve.

The true value of our managed services is in the ownership of the end-to-end solutions that allow our customers' businesses to thrive.

Our mission is to develop value-added solutions via the Microsoft platform. We pride ourselves on being a trusted advisor who can provide well-rounded solutions to our customers' needs.

Above all, the cornerstone of our managed services is exactly what the name implies: services, provided as part of a long-term customer relationship to benefit our customers' efficiency and productivity. From providing cloud support to advanced security solutions, our managed services and Microsoft Solutions help create a competitive advantage for our customers.





WHY DATA PROS?

THE BUSINESS MODEL.

We believe that when we are fully engaged in our customers' businesses, we'll inevitably turn up new opportunities for them to become more automated and efficient. Every improvement is another way set our customers up for long-term success and generate consistently positive returns on investment.

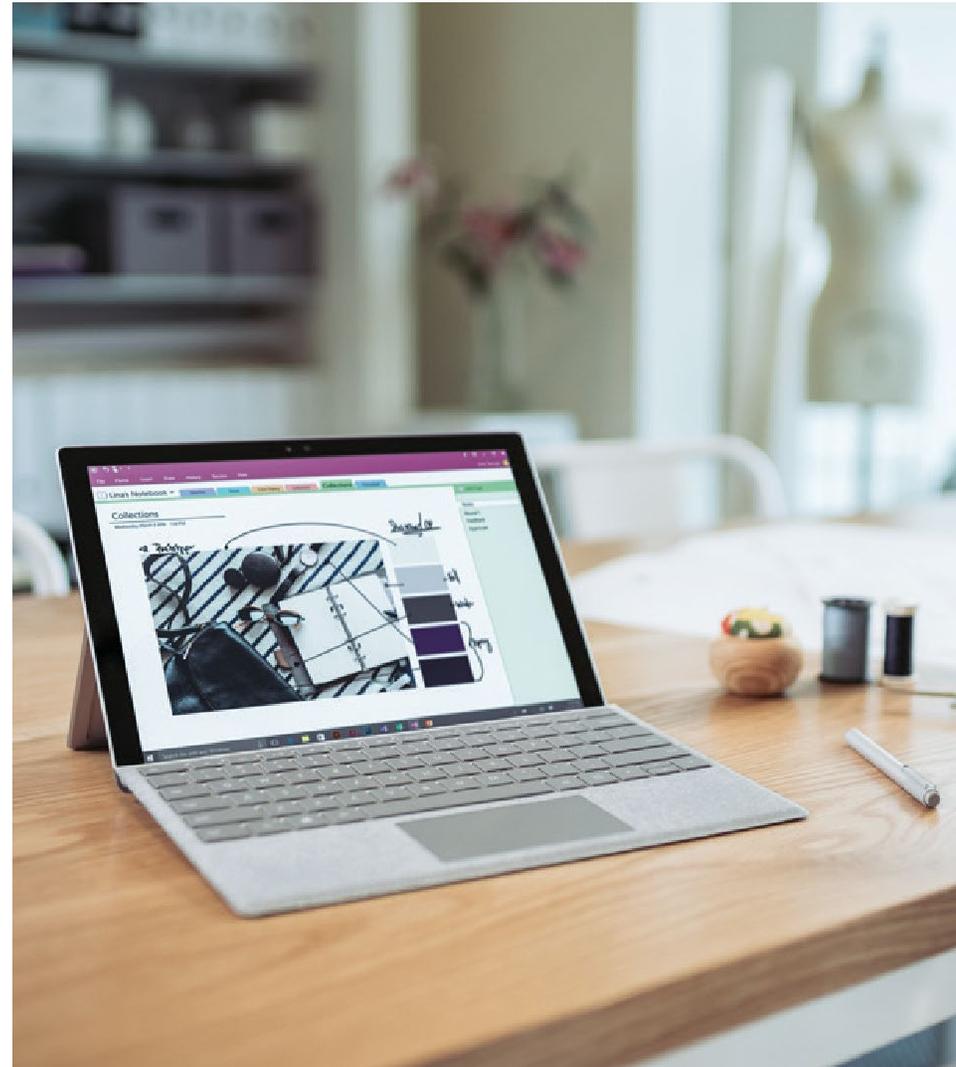
While there may be benefits to businesses in which vendors are called in on a per-project basis, providing proactive services under a predictably monthly contract is inherently more sustainable than relying on a break-and-fix business and it is where we see our clients receive the most value.

WHY DATA PROS?

Ultimately, customers are looking for added value for their businesses, and Data Pros provides it.

Here's how:

- Data Pros services are easier to budget, with predictable monthly charges instead of unplanned and potentially massive charges after a major outage
- Our support helps reduce costly on-site visits and troubleshooting time. Automating that process frees up our customers' businesses—to address bigger issues
- Developing a strategy for routine monitoring and management is much more effective than reacting only when things break
- A full-time technology expert on-site is unable to charter the growth in cloud technologies and can leave gaps within your environment
- Cloud administration, adoption, consulting, vCIO services, BCDR, support, and training are included in our monthly membership plans.



DATA PROS: HOW ARE WE DIFFERENT?

Data Pros offers a new method of management, with a focus on Adoption, Change Management and Consulting.

For CIOs, cloud represents a paradigm shift, because Cloud has completely changed the way applications are developed and maintained.

Device and data proliferation means customers want to—and can— do so much more with their IT assets, with the cloud providing the computing resources to do so.

Data Pros helps customers transition to (and embrace) these new technologies by guiding them in all aspects of their cloud journey.

From consulting to migrations to operations management, Data Pros shows customers all the benefits that come with making the move to the cloud.



ADMINISTRATION

Administration support that goes beyond today's challenges

- Azure Active Directory
- Compliance
- Security
- Microsoft 365
- Exchange
- SharePoint
- Microsoft Teams
- Licensing
- Power Platform (Power Apps, Power BI, Power Automate)
- Dynamics 365
- Microsoft Planner, Project, and To-Do
- Endpoint Manager
- Azure IoT
- BCDR (Business Continuity and Disaster Recovery)



CONSULTATION

Stay ahead of the curve with vCIO consulting and a dedicated partner

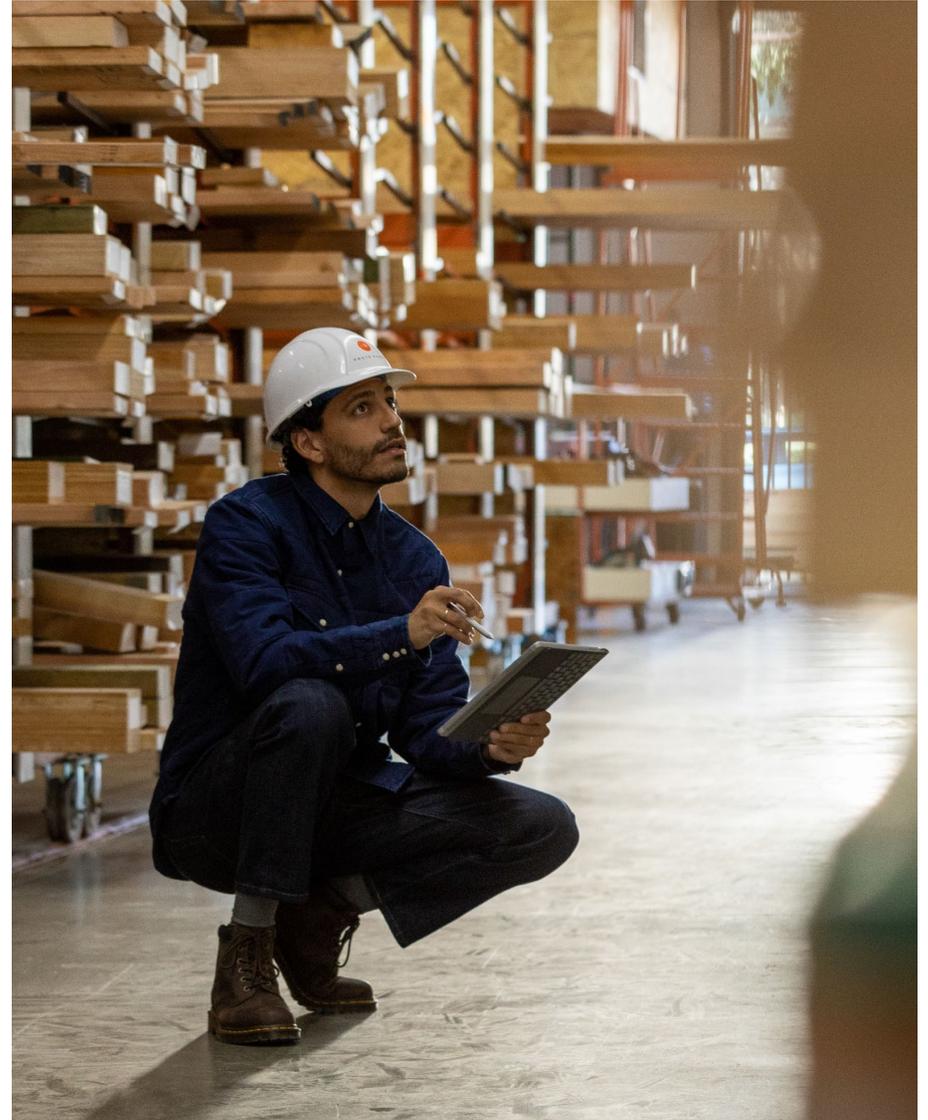
- Microsoft license recommendations
- Dedicated account management
- IT Budget planning
- Strategic growth peer groups
- Envisioning - defining business needs and project objectives
- Planning - developing a project plan and conceptual designs
- Developing - creating the new solution and integrating key systems
- Stabilizing - piloting and testing the solution
- Deploying - putting the solution into production



DEPLOYMENT

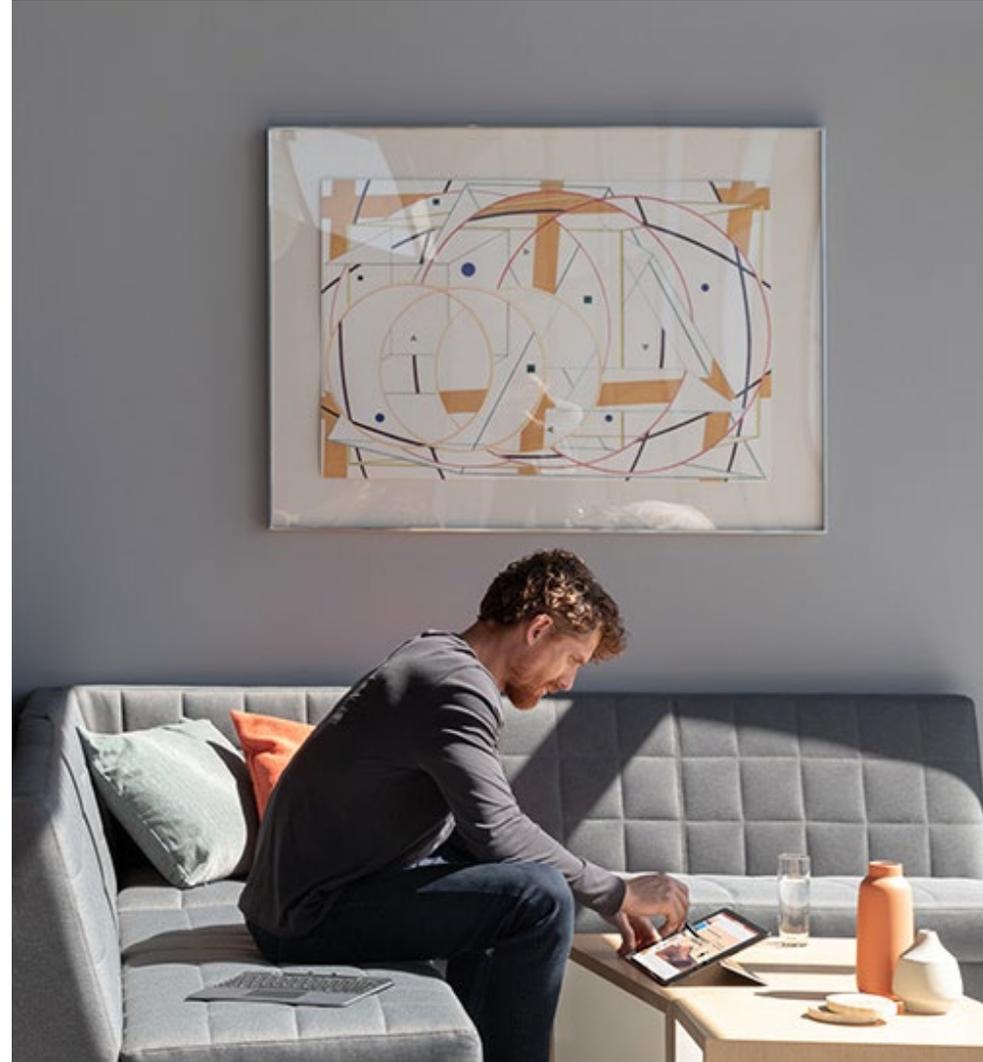
Rely on your technology to work with you and not against you

- Microsoft Cloud Roadmap Assessment
 - Exchange Online Deployment
 - SharePoint and Microsoft Teams Deployment
- Premise Environment Assessment
 - Azure or Hybrid Cloud Deployment
 - App server and Database Deployment
- Security and Compliance Audit
- Backup and Disaster Recovery Test
 - Implementation of BCDR
 - Quarterly testing
- Microsoft AutoPilot and Intune
 - Virtual and Physical desktop deployment



Proactive and responsive support that removes the stress from IT

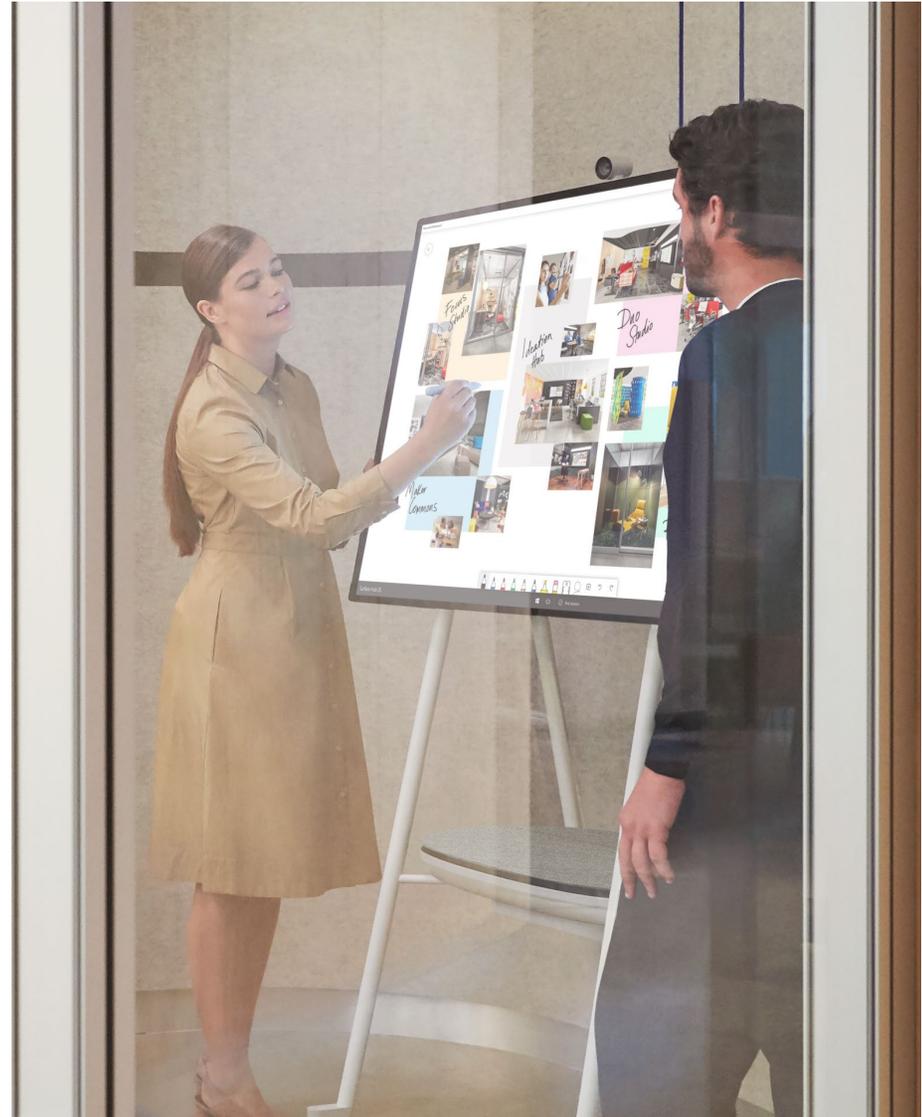
- Delivering 24/7x365 monitoring, management, support, and reporting for:
 - Client endpoints
 - Applications
 - Microsoft Environment (M365, Azure, Dynamics)
 - Web site
 - Security
 - IT infrastructure
 - Backup
 - Business Continuity
 - Disaster Recovery
 - VoIP
 - Network equipment



TRAINING

Accelerate education and user adoption of cloud technologies with on-going training

- At Data Pros we follow the Triple E approach when it comes to training our customers:
 - **Educate:** We want to make sure your firm is educated on the latest cloud technologies that can help promote a more efficient working environment within your organization.
 - **Enrich:** With so much technology at your fingertips, we want to maximize your experiences and productivity within the applications and software you are currently entitled to.
 - **Empower:** Our goal for every meeting is to inspire you and your firm to achieve more by using technology.
- Microsoft 365 Training
- IT Best Practice Webinars
- Cyber Security Webinars
- Customer Immersion Demos
- Monthly Tech Tip newsletters





DATA PROS: CAPABILITIES AND BUSINESS MODEL

As technology is woven more and more into the fabric of society, Data Pros is taking a novel and innovative IT approach. Because the cloud has become a primary driver for business transformation. The cloud is here, and it's not just the early adopters and "born in the cloud" solutions providers embracing the opportunity.

At Data Pros we have differentiated ourselves by building a practice around automation, business intelligence, and cloud-native technology support. We use the best existing cloud features while designing new solutions in order to meet our customers' unique business demands. Essentially, we serve as a one-stop-shop for customers by providing a common support, provisioning and billing experience—all with a flexible month-to-month business model. We are proud to incorporate all of these valuable services as a unified Microsoft Solutions offering to our customers.

Data Pros represents the pivot from traditional to more contemporary, cloud-based managed services, aligning with the four pillars of our modern partner model:

DIFFERENTIATE TO STAND OUT

We help our partners stand out within their industries by increasing their technology prowess and maturity within the cloud.

MODERNIZE SUPPORT AND TRAINING

Service and support will always be our cornerstones and we aim to offer the most proactive support and training programs for our partners

OPTIMIZE OPERATIONS

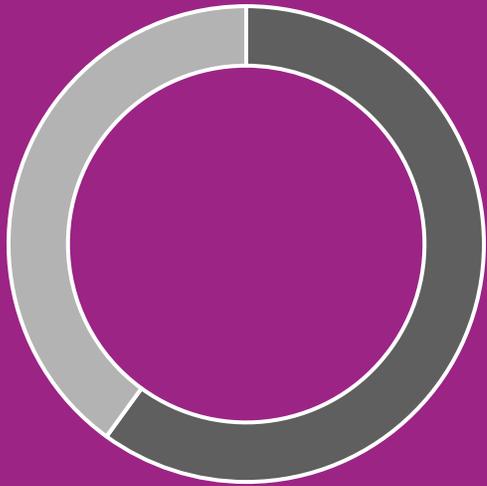
Our goal is to enable our customers to achieve more and get the most out of each team member.

DELIVER CUSTOMER LIFETIME VALUE

We work hard to make sure our customers feel like family. At Data Pros we pride ourselves on being your trusted advisor for all your technology needs.

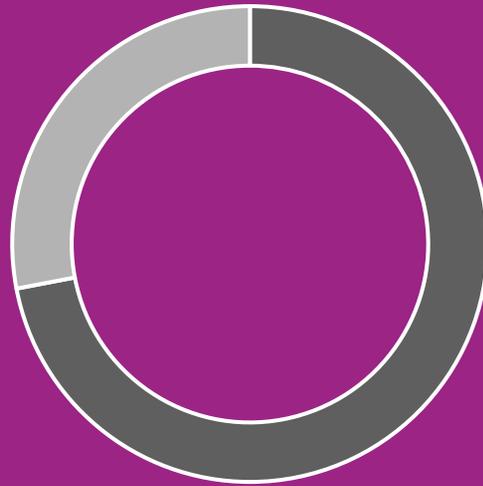


PROOF POINTS ON PROFITABILITY



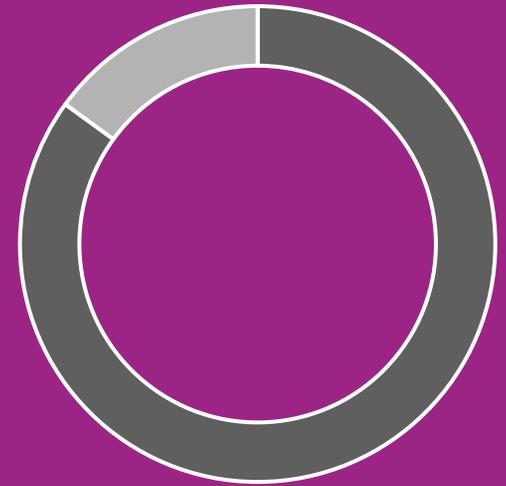
60%

SMBs lack the skills in-house to deal with security issues



72%

Of cloud migration and modernization revenue comes from SMBs



85%

SMBs can expect to save on internal IT costs and receive more value when working with an MSP

- IT service providers deliver the technical expertise small businesses need at a much lower cost than hiring IT staff.
- That's why nearly 70% of U.S. small to medium sized businesses (SMBs) work with an IT service provider for some or all of their IT needs.

What services do we offer?



At Data Pros we understand business runs on three levels:

1. **Getting By**
2. **Growing**
3. **Getting Ahead**

All our services start with an **IDEA** and are focused on making sure our clients **Get Ahead** by implementing the solutions we create for them.

- **Inspire:** Imagine a future state solution for your business
- **Design:** Discover what's possible by aligning technology investments to business goals
- **Empower:** Empower others in your organization to see the value
- **Achieve:** Achieve business outcomes and improved customer experiences

Our engagements all begin with an assessment of your cloud maturity and premise environment. Depending on the results we offer support for each next step:

1. Migrations and Cloud Consulting
2. 24/7 Support Help Desk
3. Industry specific Cloud-app creation
4. Administration and management of assets and end users
5. Business Continuity and Disaster Recovery solutions and assessments
6. Premise and Cloud Security per industry compliance
7. Training for both administration and staff
8. Business intelligence for data insights into critical applications
9. Automation for workflow
10. Project deployment

Vertical Specification

Expertise that leads to innovation

| CONSTRUCTION | FINANCE | REAL ESTATE |
|--|--|---|
| <ul style="list-style-type: none"> • Timesheet app creation for union labor • OSHA safety and compliance library creation • Document meta-tagging system for CAD, PDF, CSV, IMG, MPP • Version control and collaboration hub for PMs and field employees • Forms and mobility security • Intranet for project news and task management | <ul style="list-style-type: none"> • Collaboration hub for teams and projects • Business intelligence integrations to mission critical data sources for automated dashboards • Forecasting automation and intelligence • Streamline customer facing processes • Identity protection and encryption of data libraries and emails | <ul style="list-style-type: none"> • Digitize paper-based process • Deploy custom CRM solution for property and facilities management • Ensure compliance with data loss prevention and encrypted forms • Create a contactless welcome experience at properties • Implement digital signage for building maps and directories • Promote engagement with customers via custom applications |

Our years of industry experience has enabled us to create custom solutions that offer our clients a competitive advantage. Microsoft allows for the creation and implementation of core productivity, security, compliance, and communication integrations that aid in the day to day production process. With the addition of business and artificial intelligence our help desk and application deployment is streamlined to work with our customers existing mission critical applications.

The table above is an example of a few verticals our firm supports. The services and solutions provided can be changed and vary depending on the customers unique needs. Data Pros has clients that span virtually every vertical and we continue to look for customers that want to take their companies to the next level of growth and cloud maturity.

Our tools

“BEST OF BREED” TOOLING

The most common approach to tooling is to use the best tool for each function your practice will offer, such as assessments, deployments, support, monitoring, migration, etc. At Data Pros we have leveraged our partnership and expertise with Microsoft to cut down the use of various tools which helps keep costs down for our clients.

Data Pros moved away from the traditional “best of breed” approach and implemented a customized Microsoft management solution which helps streamline our support and improve the way our customers interact with us.

Typically an SMB may look to hire a full-time expert to manage their technology environment. After salary, benefits, and best of breed tools the SMB will be spending on average 42-74% more than what they would if they were to leverage a Data Pros support plan. Considering the pace that technology has been evolving, it is nearly impossible for one person to manage a growing SMB cloud environment. Our method helps reduce risk and maximize return on investment.





Our support models

| FOUNDATION (SILVER) | ADVANCED (GOLD) | PREMIER (PLATINUM) |
|--|--|---|
| <ul style="list-style-type: none">• Basic IT operations management (Patching, asset data collection, Anti Virus, etc.)• 24/7 asset monitoring• Microsoft 365 Foundational Support<ul style="list-style-type: none">• Exchange• Bookings• Teams | <ul style="list-style-type: none">• Advanced level IT operations management including performance monitoring• 24/7 monitoring and alerting• Daily health reports & dashboards• Backup with recovery SLAs• 24/7 help desk with aggressive response SLAs• Microsoft 365 Advanced Support (All Foundational Items Plus the Below)<ul style="list-style-type: none">• Tier 1 Azure• SharePoint• Project• Power BI• Security | <ul style="list-style-type: none">• Advanced level IT operations management including performance monitoring• 24/7 monitoring and alerting• Custom real-time health reports & dashboards• Backup and DR with recovery/failover SLAs• 24/7 help desk with aggressive response SLAs• Billing management and cost optimization• Dedicated account management• Microsoft Premier Support (All Advanced Items Plus the Below)<ul style="list-style-type: none">• Tier 2+ Azure• Dynamics CRM• Power Apps• Auto Pilot and Device Management• Advanced Security |

*The tables above represent our three tiers of support. These tiers are customized to meet specific needs and can change per customer.



HOW TO IMPROVE YOUR BUSINESS WITH MICROSOFT SOLUTIONS

GO FURTHER. GROW FASTER.

Data Pros helps its customers grow their practices by implementing Microsoft Cloud applications. We've got a number of solutions and products to help our customers optimize their processes and better embrace the challenges of the changing landscape. Take full advantage of our products and programs to better develop automation and increase the profitability of your business.

WHICH MICROSOFT SOLUTIONS ARE AVAILABLE TO OUR CUSTOMERS?

There are many to choose from, of course. Here are just a few of the Microsoft solutions we provide to our customers :



Microsoft 365

- A full suite of desktop and mobile apps, email, file storage and sharing, and video conferencing features
- Plans available for businesses of any size, from single-user start-ups to global enterprises



Azure

- Open source, so you can use the skills you already have and the tools you already know
- Enterprise-grade security, privacy, transparency, and disaster recovery



Microsoft Teams

- Makes it easy to manage and share documents from anywhere, on any device, and collaborate in real time
- Enterprise-grade security safeguards content and complies with industry standards



Dynamics 365

- Unifies CRM and ERP capabilities into applications that work seamlessly together across sales, customer service, field service, operations, financials, marketing, and project service automation
- Allows you to start with what you need, then add applications as your business grows



Windows 10

- Windows 10 is the most secure, stable, and powerful Windows ever
- Enterprise-grade security and control, now available as a flexible, pay-as-you-go subscription



THE CLOUD SOLUTION PROVIDER OPPORTUNITY

INTRODUCTION

CSP provides growth and profit opportunities for all types of partners. There are two ways to participate: Direct and Indirect.

“ With Data Pros CSP, you have a trusted advisor you can get back to again and again. This transforms your business with new more efficient processes and new service delivery models for your clients.

Joe Simuro, CEO, Data Pros

Microsoft CSP partners can offer managed services not just for Microsoft 365, but for all Microsoft cloud services products—including Azure, EMS, and Dynamics CRM online. These differentiators make it clear that cloud implementation with Microsoft can benefit your business in a big way.





ADVANTAGES OF THE MICROSOFT CSP PROGRAM

Our business went from the direct Microsoft model to Data Pros as our CSP and it allowed our firm to immediately save money and expand our usage of the licenses we were already paying for. We wanted a partner that would help build an ROI to our license cost and Data Pros did that within the first month of their CSP model.

CFO of our Financial Firm customer

Software licenses account for a significant portion of your IT budget:

- 1. Managing the licenses**
- 2. Ensuring timely renewals**
- 3. Tracking the installation and usage**
- 4. Keeping up with changes in licensing rules and regulations**
- 5. Upgrades across different teams and departments**

These tasks can be a huge headache for your business. With Data Pros, you get:

- 1. The same products and services your business would normally use and purchase**
- 2. One monthly invoice rather than paying for an entire year at a time.**
- 3. Scalability**
- 4. Reduced costs and discounts**
- 5. Support to quickly adopt the latest technologies without putting excessive stress on your IT management load.**



THANK YOU

FOR MORE INFORMATION CONTACT
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