



Certified Experts Bridging IT Gaps in Your Organization

Our aim is to reduce the distractions an unstable IT environment can cause. Let us calm that chaos and save your team unnecessary headaches. We keep your systems up and running, interface directly with your technology vendors, give you visibility into performance, and are transparent about your options when needs arise. We'll make sure you know what business technologies you have and how to leverage them as far as possible. We will always present you with tiered solution options and a descriptive statement of work for projects, and we never have hidden fees or standard increases in our agreements.

Why Mandry MANAGE

Benefit	Description
Dedicated Team	Work with an executive IT consultant and team of engineers who are familiar with your business to help you understand your technology and plan strategically around it.
Fixed-Fee Coverage	Rely on remote technical support, onsite services as needed, vendor management, and line-of-business application support at no extra charge.
Options-Based Project Process	We will always present you with options, never a one-size-fits-all solution. We map your needs to your available feature sets and make you aware of any tradeoffs, then implement based on your informed decision.
Solution-Agnostic Services	Get the best solution for your needs, regardless of which technology vendor or provider you use. Our job is to make sure you know your options and the impact of each, not to pick one for you.
Sustainability	Optimize services continually through ongoing technology checklists and regular service reports.
Responsive Service	Receive the help you need when you need it with our industry-leading response and resolution times.

MANDRY MANAGE

Managed Technology Support
and Monitoring 24/7

Why Choose Us

- **Proprietary Processes & Systems Based on Years of Fine-Tuning**
 - Full team onboarding
 - Discovery and documentation
 - Strategic IT roadmap and budget
 - Executive technology/cybersecurity summaries
 - Outputs and the frameworks used to create those outputs
- **Simplified Billing & Agreements So You Know Your Bases Are Covered**
 - Straightforward invoices
 - No hidden fees, charges, or standard increases
 - No travel fees for onsite support
 - High-level agreements that outline what we do, not what we don't
- **Real People & Relationships**
 - Calls always answered by real people who know your business
 - No tiered help desk, junior engineers, or triage system
 - No Service Level Agreements (SLAs)
 - Prioritization based on knowledge of your business
 - Incentive to resolve your issue as soon as possible instead of waiting until the end of the SLA window

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How It Works

Process	Description
Discuss	We begin with an open conversation about your desired IT-related results and the outcomes you can expect from our services.
Align	We align our resources around your organizational goals and present solutions designed to keep you informed every step of the way.
Onboard	During our onboarding period, we form relationships with your team and familiarize ourselves with your business and technical environments.
Summary & Roadmap	We then review and answer questions about a technology summary that defines expectations, co-dependencies, and impacts of projects and services. We provide estimates for the top priorities and roadmap activities and timelines based on budget.
Review	Regularly, we review completed projects and provided services, share reports and documentation, and discuss and update the budget.



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