A TALE OF TWO CLIENTS

For years, we've set out to be not just an option, but a leader in the IT services industry, and doing so means going the extra mile beyond the extra mile.

Nowhere is that more apparent than in our role as Managed Service Providers. As MSPs, we take over an entire IT department for a business, including everything from infrastructure and security, to help desk tickets and training. For small to medium sized companies, this can be an extremely appealing option as they often don't have the resources to manage everything themselves.

But that's not the only reason Moser's MSP solution stands out. We have prided ourselves on offering a Service-oriented Maintenance, Monitoring and Management Model, one that is not only proactive, but customized to the unique needs of a business. In order to illustrate the way our MSP process works wonders for companies of all types, we humbly present to you two side-by-side comparisons, of two businesses, each benefiting from our MSP program.

ASSESS & ONBOARD

The first step of the Moser process always begins with Assessing the needs of the client.

With so many services to offer, we know that no client is one-size-fits-all, and it's important to get a good sense of what obstacles or challenges each business faces. We are looking to identify the current environment and generate a detailed analysis and report of issues and actionable items.

Once we've gotten a lay of the land and an understanding of what specific needs the client has, it's time to start putting plans into action. Onboarding is the time for us to prioritize the tasks we identified in the assessment phase. Yes, this approach is standardized for efficiency, but the final solution is always customized to the client's needs. It's also a good starting point for our initial maintenance activities, projects, and remediation tasks required to stabilize your technology. This is the planning and execution phase of the project.

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INHP

UHAS HEALTH ACTUARIES

The biggest concern was backups for their servers. INHP deals with sensitive information like mortgages and grants, and these documents need to be stored for up to 30 years. That means a need for security, retention backups, and cloud storage. INHP also reported having issues with their previous vendor for the past six months. We knew this meant they would need a revamping on responsiveness of tickets and help desk inquiries.

The first thing we noticed was that UHAS was based on a primarily remote-work model. The actuarial work they do requires access to huge amounts of data and modeling software. Rather than worrying about onsite service, the focus in our assessment round was on creating and supporting their infrastructure to get their work done wherever their employees were located.

> We weren't doing anything to take ourselves to the next level, and we weren't looking down the road as much as I thought we could or should be. We were looking for an organization that would help us think through strategic planning, and we also had all this stuff that needed fixed.
>
> - Jeff Curiel, Indianapolis Neighborhood Housing Partnership

> It was clear in Moser's conversations that they're not going to feed us a line. There are things that will go well, things that won't.
>
> - Jevon Brenneman, UHAS Health Actuaries

Onboarding INHP required immediate attention to their backup crisis. With a vendor alerting them that no backups had been running for six months, we began by completely redoing the solution and creating 30-day backups with long-form retention backup in the cloud. INHP was understandably protective of their data, and while a cloud migration may feel like cause for alarm, the end result was much more secure.

With the need of a remote work infrastructure at hand, our onboarding phase began by working with their ISP to first make sure they have the bandwidth, connectivity, and uptime to support the work. This also required setting up AWS clouds, remote desktops, and a few main servers. We also needed to create workstation backups in order to ensure employees could recover deleted files.

MANAGE & PROTECT

Of course, our work doesn't stop after the onboarding phase.

In order to provide outstanding solutions, Moser is dedicated to providing outstanding and unceasing service. Management is a phase about the ongoing delivery of monitoring & maintenance. This is also the time for incident response and resolution. The ongoing process is customized to you – whether it's thresholds, maintenance windows, or documentation.

The Protect phase piggybacks off of the Manage portion, as it is an example of continuous service and monitoring of the work we began early on. We are looking to implement the very best practices for database and network security management, as well as utilizing tools and training to make sure the client's data is right where it should be.

iNHP

UHAS
HEALTH ACTUARIES

Because we were replacing their backup vendor, we needed to become their end-to-end solution for infrastructure, help desk requests, backups, and security. Our job, essentially, is as a strategic partner to help them make sure the decisions they chose made the most sense. This means routine auditing and meetings with the team, not as an outsourced department, but rather as a foundational part of the internal team.

While remote servers may not require onsite staffing, managing the out-of-office infrastructure needs constant hands-on attention. In the case of UHAS, the Manage phase is about acting as the help desk: If files are deleted, Moser team members are able to instantly replicate and restore it. If there's an issue with their passwords, or their voicemail, our help desk team is there to quickly respond. There's also the continued efforts of security audits to make sure nothing is missed.

> From day one, you know, there's always hiccups in a transition. But they identified them, they addressed them, and they worked as long as they needed to in order to get things moving and resolved.

- Jeff Curiel, Indianapolis Neighborhood Housing Partnership

> From the outset, we were getting really positive feedback from our remote staff. They were able to operate as if they were in the office, and that's what I really wanted for them.

- Jevon Brenneman, UHAS Health Actuaries

As their singular infrastructure solution, protecting the servers and the sensitive financial data they use requires replacing firewalls and access points, redoing the network, rebuilding their servers and migrating to the latest versions as needed. We also are always providing INHP with options and insight as to which tools are best suited for their server needs.

Because they exist in the healthcare space, protecting data for UHAS requires airtight HIPAA compliance and an audit system to make sure anyone accessing servers can be affirmed. In order to bid on jobs, they must demonstrate they have these measures in place, and we work with them to make sure that can be clearly documented. But with the additional fold of operating remotely, we also needed to eliminate any potential crashes or downtimes.

OPTIMIZE & DOCUMENT

In order to achieve excellence, our Managed Services team has a continuous process of optimization of all solutions and systems.

This of course means identifying critical issues, reporting them, and finding rapid resolution, all in real-time. But even beyond that, this phase is about identifying trends that may cause future problems. Rather than just fixing ongoing failures when they pop up, this step roots out any unforeseen issues.

The final step of the Managed Services cycle is a reinforcement of our commitment to be a part of the client's team from the ground up. This means exercising open and ongoing communication and making sure no one is stuck inside a silo. We accomplish this through regular status meetings, which ensures e everyone knows Moser team activities, as well as giving space to provide feedback and adjust priorities.

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iNHP

For INHP, optimization means having a strategic partner in place to always be asking, "What's next?" While there are technical tasks like responding to backup failures or lost files, the bulk of our work in this phase is focused on working closely with their team to strategize what can happen next and what can change. Since we're filling in as a single solution for infrastructure, IT, help desk, and security, there are a lot of tools to consider that may improve the functionality of the system. We meet with vendors and INHP to make sure those tools fit their environment and their needs.

> **They'll find things others didn't, and look for the best interests of INHP and all the ways we wanted to move forward.**
>
> - Jeff Curiel, Indianapolis Neighborhood Housing Partnership

When we engage with INHP, we're looking to make tailored recommendations based on what we know about them, their environment, and the challenges faced over the past period. We have weekly status meetings, and then save strategy for the quarterly meetings. Whatever is happening in their world, we're focused on helping them decide what makes sense for their growth.

UHAS
HEALTH ACTUARIES

Because their environment is remote, we know this is a company that already has a workflow and way of doing things. Our goal for optimization as it applies to UHAS is really about asking, "How can we stay out of their way?" Should we be using their ticketing system or ours? Which tools will create the least amount of disruption? As opposed to INHP's approach, we're looking less to reinvent the wheel and more to keep things moving without a hitch.

> **We've just had a really positive relationship with all the folks there that have consulted with us. They've been a good partner for us. They want to be there and help us through any issues we have.**
>
> - Jevon Brenneman, UHAS Health Actuaries

On some levels, our reporting phase for UHAS is similar to INHP: we hold weekly status meetings and quarterly evaluations, during which we provide them with data and trends about how the remote infrastructure is holding up. But UHAS also has moved to have us deal with all third-party vendors. This requires a good amount of catch-up during the meetings to make sure that they understand the decisions made, without overloading them with unnecessary information.

YOUR IT JOURNEY

As is the case with all journeys, there are many ways to reach your goals for your organization's technology.

And while INHP and UHAS are two great examples of how we guide our clients to the reliability, security, and efficiency they need from their IT, we've charted this path many times. Moser Consulting's Managed Services arose from our dedication to each client's holistic IT needs, whether they're starting off with a need for help desk support, increased data security, app development, or any of the other specialties we bring to the table.

They say the first step is the hardest, but in this case, it couldn't be easier.

All it takes to begin your very own IT journey is to give us a call and tell us about your organization's unique challenges and goals.

About Moser Consulting

Moser Consulting provides data management, infrastructure, managed services, information technology consulting and big data services. Since 1996, Moser has consistently delivered top tier business and technology solutions. Moser employees nearly 200 employees in the Indianapolis, Indiana and Baltimore, Maryland areas. More info at: MoserIT.com

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