EXIGENT

Augment Co-Managed IT

When your in-house team needs specialized assistance, additional experts on call, or off-hours coverage – Exigent's collaborative approach to managed services – **Augment Co-Managed IT** – is the perfect fit. Augment Co-Managed IT combines the convenience of an internal IT department with the expertise of a managed service provider (MSP). Often ideal for larger organizations, the co-managed model enables internal IT teams to divide roles and responsibilities based on technology, skill gaps, or expertise – getting the most value and enhanced support from Exigent.

How is Co-Managed IT Different?

In co-managed IT, organizations partner with Exigent when internal IT departments don't have the time or skills to manage the businesses' technology needs. For example, you may outsource helpdesk support to us, but handle IT projects with existing staff. Or, you may use Exigent to manage your network and security monitoring and troubleshooting while internal IT handles daily support requests.

Is Augment Co-Managed IT the Right Fit?

Our flexible, collaborative approach enables a stable, innovative IT environment and frees up your technology team to focus on impactful projects. Other benefits include:

· **Retain control over your IT operations**

· **Exigent serves as a flexible extension of your IT team**

· **Enjoy dependable, experienced IT support**

· **Technology services tailored to specific requirements**

· **Quick access to experts while you avoid hiring, onboarding, and training new staff**

· **Lighter workload for in-house IT staff**

· **Scalability accelerates business growth**

· **Adopt new technologies more quickly**

· **Expertise with specialty solutions**

· **Alignment with business goals**

"With Exigent, Giordano, Halleran & Ciesla has the safety net of an experienced managed services provider (MSP). We like that extra layer of protection; in particular, Exigent helps us with security testing and 24x7 monitoring. If something happens overnight, we can start working together to resolve the issue before the doors open."

**Keith Progebin,
IT manager, Giordano, Halleran & Ciesla**

What Does Augment IT Include?

Our co-managed services seamlessly integrate with your in-house IT team, enhancing capabilities, optimizing efficiency, and ensuring business continuity.

Assigned Technical Advisor

Your Technical Advisor ensures your organization fully leverages Exigent's capabilities by serving as a dedicated solutions architect and overseeing IT projects where Exigent is involved. As needed, the Technical Advisor can also engage in broader vCIO services (available on a billable basis), providing deeper IT leadership and guidance. Whether providing full IT leadership or augmenting your current IT team, the Technical Advisor adapts to your needs.

Within the Augment IT co-managed model, your organization will then select <u>at least one subscription</u> from the following, based on what you need our IT team to manage:

Infrastructure Management: Unlimited monitoring, alerting, patching, break-fix support for servers and network equipment. Includes network performance oversight, system management and access to the centralized ticketing system.

End User Support: Unlimited remote, onsite, and after-hours software and application support for employees. Includes ticketing system access for transparency and tracking.

Workstation Management: Structured onboarding and offboarding for employees; unlimited monitoring, alerting, and patching; and break-fix support for workstations and laptops.

Additional Services

Layer on additional Exigent solutions and services to enhance your overall IT environment (additional monthly fee)

- **Security awareness training to bolster employee education and engagement**

- **Managed Detection and Response (MDR) plus 24/7 live Security Operations Center (SOC) support for comprehensive protection**

- **Advanced email security, including spam filtering, phishing detection, and email authenticity verification through SPF/DKIM management**

- **Vulnerability assessments**

- **Incident response plan and triage**

- **Microsoft 365 licensing**

- **Project execution and management**

- **Hardware and software procurement**

- **Dark Web monitoring**

- **Recurring block agreements for discounted professional services**

- **Managed backup services**

- **Managed firewall**

- **Cloud Infrastructure as a Service (IaaS)**

Co-Managed IT provides alternatives to hiring additional staff or specialists, offering cost savings and enabling organizations to be more agile with IT support, projects, optimization, and special tech requirements.

Schedule a consultation

Learn more about Augment Co-Managed IT