



NEW CLIENT WELCOME PACKET

Welcome to Ntiva!

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INSTRUCTIONS

Enter date and customer information in the fields to the left. Then click the "done" button. This will lock in the information you enter and prompt you to save the PDF as a new document.

Don't worry, this notice and the button will disappear.

WELCOME TO NTIVA!

Dear

Welcome to the Ntiva family! We are excited about this partnership and I wanted to take a moment to personally thank you for choosing us as your IT services provider.

We look forward to building a meaningful relationship with you and your business, and appreciate the opportunity to offer you the best IT support available. Ntiva is poised to provide you with the support and guidance required for all your technology related needs and be your trusted advisor as our partnership evolves.

Our onboarding team will be in touch shortly, but in the meantime please review your welcome packet, which will aid with the transition and help you ramp up for success. Please find the following items, attached:

- + About Ntiva
- + Summary of Services
- + Your Ntiva Support Team
- + Onboarding Checklist
- + What Ntiva Needs from You

One of our core values at Ntiva is to focus on Customer Service first. This translates into worldclass service and support for you, our Customer, so you can be focused on your business needs and goals.

If you have any questions or comments about our service, please contact me at any time.

Sincerely,



Steven Freidkin
Chief Executive Officer
Direct: (703) 738-2905
Email: Steven.Freidkin@Ntiva.com



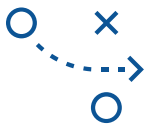
MANAGED IT SERVICES

Consistent, reliable and expert management of your entire IT infrastructure to keep your business up and running at peak performance.



CYBER SECURITY

Keeping your business secure is absolutely the most important thing you can do. We offer a suite of security solutions that can be tailored to your budget and your needs.



STRATEGIC CONSULTING

Our expert consultants can help you with both short and long term strategies, from budgeting to compliance to custom projects designed specifically for you.



CLOUD SERVICES

Look to the cloud for cost savings, security and efficiency! We'll work with you to find out which apps and services will take your business to the next level.



BUSINESS TELEPHONY

You can count on us to help you determine the right phone system for your communication needs, onsite, cloud or hybrid

ABOUT NTIVA

Ntiva, Inc. is an IT services company that provides commercial and non-profit businesses with advanced technology expertise and support.

Founded in 2004 by Steven Freidkin, Ntiva services thousands of clients across various industry verticals.

Our team of world-class talent genuinely cares about the relationships we build, and understands that response and precision are keys to a successful partnership.

Our goal is to not only help you streamline your IT costs, but to show you how the right technology can become an organizational asset that can drive business success.

In addition to day-to-day support, you'll have complete access to our deep bench of technical expertise, offering a pool of resources that can tackle any challenge that may arise.

We've grown almost exclusively through client referrals, and our unwavering focus on our three core values:

- + Customer service first
- + Managing every dollar as if it were our own
- + Hiring, developing and retaining only the very best people

MEET THE TEAM!

Ntiva was founded on the principle of helping others grow both personally and professionally, and that culture remains in place today. Our product is our people!

Below are brief descriptions of our key client-facing positions, all of whom are committed to our customer's long term success.

ACCOUNT MANAGERS (AM)

A dedicated AM is the primary point of contact for the client and will have regularly scheduled telephone meetings to review service requirements, monitor their resolution, and ensure ongoing customer satisfaction.

TECHNICAL OPERATIONS MANAGERS (TOM)

Our TOMs focus on two key areas: ensuring the overall health and growth of the customer's IT infrastructure and managing and growing their team of technical talent.

The TOMs always have the big picture in mind, know all technical information about each customer, and are ultimately responsible for driving new initiatives and opportunities to help the customer get the most out of their business technology.

SYSTEM ADMINISTRATORS (SYSADMIN)

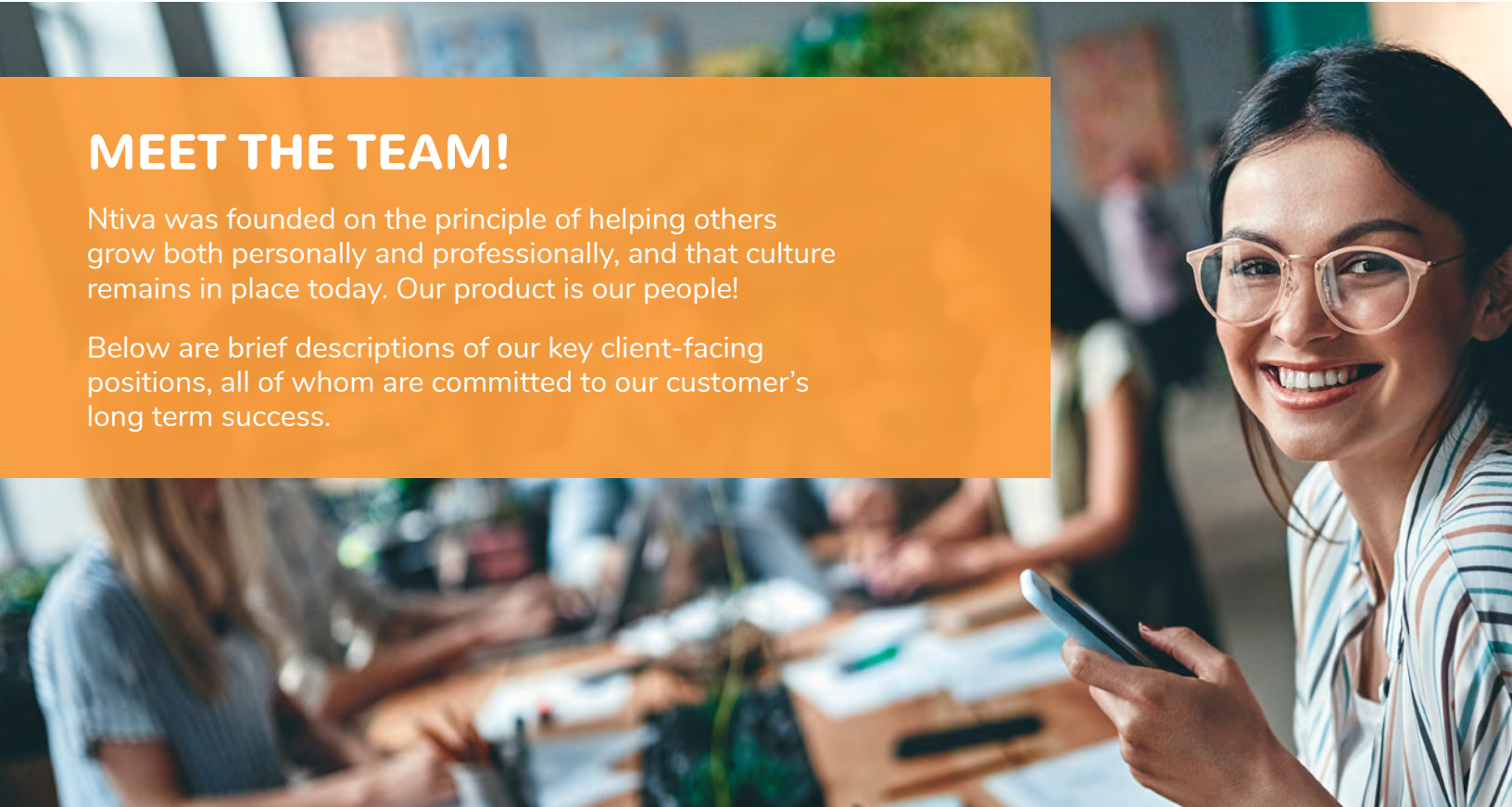
System Admins are responsible for the proactive maintenance of network systems, services and devices, both remotely and onsite as required. Typical tasks might include upgrading and installing workstations and servers, troubleshooting problems and managing user accounts.

SYSTEM ENGINEERS (SE)

Our highly trained SEs typically focus on tasks that globally impact the network, such as backup and recovery management, network/ firewall/VPN maintenance, on premise and cloud-based server troubleshooting, to name just a few. Ntiva also has SEs who specialize in specific areas, such as network architectural design and implementation, cybersecurity assessments and planning, and other complex projects.

SERVICE DESK TECHNICIANS

Ntiva's service desk technicians serve as the first point of contact for customer's seeking technical assistance over the phone or email. All our technicians are based in the U.S., and are trained to deliver advanced technical assistance. This means your call is not answered by someone who has no idea how to fix your problem, and who simply takes your name and puts you in a queue to wait for proper assistance. Our service desk technicians will listen to your issues, perform remote troubleshooting, and determine the best solution based on the information provided. In some cases, unresolved issues will need to be directed to the next level of support.





CLIENT ONBOARDING TIMELINE- WHAT YOU CAN EXPECT

DAY 1

Client Signs Service Agreement

DAYS 2-7

Introductory Call / Kick Off Onboarding Process

DAYS 7-10

Information gathering, including existing documentation

DAYS 10-15

On-site survey/discovery and documentation

DAYS 16-20

Ntiva review of discovery and documentation, creation of client manual

DAYS 20-30

Client reviews manual and provides feedback

DAY 30

Support Goes Live!

ONBOARDING INFORMATION REQUEST

To ensure as smooth a transition as possible and begin documenting your network infrastructure, please provide the following information to our Onboarding team.

CONTACT INFORMATION FOR ONBOARDING POINT OF CONTACT:

Name: _____

Phone: _____

Email: _____

EXISTING IT SUPPORT COMPANY CONTACT INFORMATION:

Name: _____

Phone: _____

Email: _____

ACTIVE DIRECTORY DOMAIN ADMIN CREDENTIALS:

Username: _____

Password: _____

NETWORK DEVICES CREDENTIALS

DEVICE	USERNAME	PASSWORD
Firewall:	_____	_____
Switch 1:	_____	_____
Switch 2:	_____	_____
WAP 1:	_____	_____
WAP 2:	_____	_____
WAP 3:	_____	_____
Router 1:	_____	_____
Router 2:	_____	_____

PLEASE LIST ANY CRITICAL ONGOING PROBLEMS:

PLEASE LIST ANYTHING THAT MIGHT LIMIT OUR ABILITY TO PERFORM DISCOVERY OR GENERAL ONBOARDING TASKS:

PLEASE ALSO PROVIDE THE FOLLOWING DOCUMENTS:

- + Invoices for phone provider, Internet Service Provider (ISP), and other technical vendors
- + Export of last 90 Days of tickets (optional)
- + Network Diagram
- + Any other existing IT documentation
- + A complete list of all employee contact information

THANKYOU!

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