



**SIMPLIFYING
HEALTHCARE IT**

www.dedicatedit.com



ABOUT US

Dedicated IT was founded in 2002 and provides outsourced IT services to a national SMB, midmarket, and enterprise landscape.

Organizations choose to partner with Dedicated IT because they have outgrown their “mom and pop” IT provider or are seeking a firm that is able to expand their unique, industry-specific IT responsibilities.

MISSION

We exist to help people and organizations become better.



OUR CORE VALUES

We **COLLABORATE** to achieve shared success and innovation.

We **OWN** our actions and strive for excellence in all we do.

We **DEDICATE** ourselves to delivering outstanding results.

We **EMPATHIZE** with others, creating a culture of understanding and support.





**Built for growth
and to scale on
the foundation
of customer and
partner success.**

It's typical for MSPs to stay focused on serving a small geographic area and avoid making the break needed to expand. At Dedicated IT, we serve companies across all North America. Our current focus is expanding our reach to key growth markets in Texas, Colorado, and Georgia.

AWARD WINNING GROWTH

Dedicated IT is recognized as one of the largest fastest growing private companies in America and MSPs in Florida, and made the 2023 Inc. 5000 list with three-year revenue growth of 127%, CRN 2022 Fast Growth 150 award with 118.15% growth rate, and has been awarded as one of GrowFL's Companies to watch.





WHAT WE DO

Dedicated IT provides organizations an IT service experience like no other. Everything we do is with the goal of making you better tomorrow than you are today. We want to see your business operate without IT disruptions and restrictions – and innovate more than ever.

Our tailored support and service model was built from the ground up with you in mind. We deeply invest in learning how your business uses technology, its security posture, and issues that will quickly turn into IT time bombs, then present a technology roadmap to help you avoid all headaches.

Support from Dedicated IT only gets better with time, as we gather more data points from your technology that can be used for optimization.

CORE SERVICES



SERVICE DESK

We become your IT department, provide end-to-end proactive and reactive IT support to your staff.

Typically 20-150 staff



CO-MANAGE

We become a resource, escalation point, or an extension of your IT team, or augment with various levels of Service Desk & Projects.

Typically 100+ staff

FEATURED SERVICES



CYBERSECURITY + PRIVACY



HIPAA COMPLIANCE



DATA PROTECTION



PHONES + COLLABORATION



CLOUD + HOSTING



OFFICE 365 + M365

PARTNERSHIPS



MANAGED SERVICES

PROACTIVE SUPPORT

Prevent outages, minimize risk, maintain up-to-date systems



strategy



monitoring



automation



satisfaction



risk mitigation



REACTIVE SUPPORT

Put out fires, manage emergencies, day-to-day staff support



helpdesk support



security response



emr & app. support



vendor mgmt.



self-service



service desk essentials

2021/22

Our Service Desk Essentials package has everything businesses need to deliver a great IT service and support experience.

Included		Included			
	IT Advisor Onboarding & Technology Roadmap	✓		Internet & ISP Management	✓
	Account Management - Strategy, Planning, Roadmap Calibration	✓		Voice & Phone Support	✓
	Access to Dedicated IT Service & Portal	✓		Backup / Data Protection Management & Support	✓
	3 Tiered - Unlimited Remote Support	✓		Microsoft 365 Management & Support	✓
	Vendor Management	✓		Managed Security Essentials See page 15	✓
	Asset Inventory & Lifecycle Management	✓		Basic Web Protection & Content Filtration	✓
	Computer, Server, Device Support	✓		Firewall Management & Port Blocking	✓
	Procurement & Project Scoping	✓		Next Generation Anti-Virus	✓
	Network Management & Support	✓		Security Patching & Software Updates	✓
	Performance & Health Monitoring	✓		Secured WFH Access for Employees	✓
				IMS – Identity Management Services	✓

co-manage + add-on

When your IT needs are unique, let us meet you where you are and build a custom, co-managed solution just for you.

	Onsite Resources & Support	+		Build Out, Installation, Major Upgrades	+
	Fractional, Full Time IT Staffing or Staff Augmenting	+		24/7/365 Service Desk Upgrade	+
	DevOps	+		MDM – Mobile Device Management	+

MANAGED SECURITY

OUR SOLUTIONS

Implementing a strong cybersecurity program is crucial to understanding exposure and mitigating risks. With our managed security services, you won't leave your business open to compromise, you'll meet industry and regulatory expectations – plus you'll satisfy cyber insurance requirements.



Managed Security Essentials

Our base package covers all aspects of basic security, like patching, hardening, firewalls, and anti-virus. These practices will create the foundation of your cybersecurity program. This tier is included when you elect Dedicated IT's Service Desk Essentials.



Preventative Controls

Ready to step up your cybersecurity program? By implementing our preventative security practices, Dedicated IT will defend your organization's data, network, and personnel through encryption, MFA, monitoring, filtration, plus simulations and training.



Advanced Controls

Want to stop cyber threats before they even reach you? With advanced security features like xDR, MDR, SOC, SIEM, you will see the threats coming and be able to remediate any areas of vulnerability. These extra cybersecurity precautions will ultimately lower your risk.

managed security essentials

Our Service Desk Essentials package has everything businesses need to deliver a great IT service and support experience.

Included

	Basic Web Protection & Content Filtration	✓
	Secured Remote Access For Employees	✓
	Firewall Management & Port Blocking	✓
	Next Generation Anti-Virus	✓
	IMS - Identity Management Services	✓
	Security Patching & Software Updates	✓

preventative controls

Equip your business with preventative controls that bolster defensive measures and keep staff educated.

Included

	DNS Filtration	✓
	Advanced Email Security	✓
	Security Awareness Training	✓
	Endpoint & Data Encryption	✓
	Multifactor Authentication & 2FA	✓
	Phishing Simulation	✓

advanced controls

Advanced security features like xDR, MDR, SOC, stop attackers in their tracks and satisfies insurance requirements to secure more than 1m policies, and more.

Included

	xDR - Extended Endpoint Detection and Response	✓
	SOC - Security Operation Center	✓
	MDR - Managed Detection and Response	✓

value added

Every organization's needs are different. Our value-added services are built to meet your needs.

Add-on

	DLP - Data Loss Protection Implementation	+
	SIEM - Security Information Event Management	+
	HIPAA - Security Risk Assessment	+
	SSO - Implementation of Single Sign On	+
	MDM - Mobile Device Management	+
	Application Whitelisting	+

MANAGED HOSTING

SCALE OUT WITH CERTIFIED CLOUD EXPERTS



**PUBLIC
CLOUD**



**PRIVATE
CLOUD**



**HYBRID
CLOUD**

Have you been looking for a way to simplify your IT, or to break free of the hardware buying cycle? A cloud or hosting solution might make a lot of sense for you.

Hosting solutions from Dedicated IT help you deliver a more secure and reliable end-user experience that is less dependent on individual hardware or location. Providing hosted and cloud solutions since 2005, you can trust Dedicated IT to help build a solution that surpasses your expectations.



Partner
Service
Provider



Select Provider
Small Business Specialization
Select Integrator



CSP PARTNER
Silver

Gold
Microsoft Partner
Azure Expert MSP
 Microsoft

vmware
PARTNER
PROFESSIONAL
SOLUTION PROVIDER

Microsoft
Partner
 Microsoft

Silver Small and Midmarket Cloud Solutions
Gold Cloud Productivity
Silver Cloud Platform
Silver Datacenter

hosted desktop essentials

Our Hosted Desktop Essentials package has everything businesses need to deliver a great IT service and support experience.

	Included
 Service Desk Essentials	See page 9 
 Managed Security Essentials	See page 15 
 Hosted Desktop – User Virtual Computing	
 Microsoft E3 or Business Premium License (Office Apps, ATP, and more)	
 Multifactor Authentication & 2FA	
 Hosted Desktop Backup – 14 Day Protection	
 Client Line of Business Applications *billed IaaS	
 West Coast / East Coast Hosting Facilities	

private/public hosting

Our datacenters are positioned regionally to withstand natural disasters as well as provide compliance and redundancy.

	Add-on
 West Coast / East Coast Hosting Facilities	
 A-la-Cart Resources – Storage, Compute, Network, OS	
 HIPAA Protection for ePHI cloud - Azure	
 Custom Cloud Backup & Data Protection Plans	
 SPLA & Custom / 3rd Party Licensing Subscription	
 Advanced Security Controls	See page 15 
 Preventative Security Controls	See page 15 



Hosted Desktop Essentials

Host your staff's desktops on our servers or yours, giving access to an always-on environment that can be accessed from anywhere. We can tailor each instance to have the appropriate applications, permissions, and power required to support your team's workflow. Hosted Desktop provides employees with a predictable, fast, and secure experience that is a flat fee per person, per month. It scales with your business' needs.

Subscribe to Infrastructure

Looking for public/private cloud IaaS? You can quickly offload expensive physical housing and maintenance to the Dedicated IT team, ensuring you have consistent quick access, next generation security, and up-to-date applications. Dedicated IT is experienced with years of cloud-to-cloud migrations, so moving to our services is a breeze.



MANAGED STRATEGY

Dedicated IT's vCIO and strategic consulting initiatives empower organizations with guidance to align technology initiatives with business objectives driving efficiency and compliance.

- Tailored roadmap aligned with your practice's long-term business goals, driving sustainable growth and innovation.
- Assistance in meeting healthcare industry standards, such as HIPAA, ensuring PHI and practice data security.
- Strategic budgeting and vendor management to drive ROI on technology.

ONBOARDING PROCESS AND ROADMAP

- 120 - day process
- "4 pillars of IT success" scored
- Asset Inventory
- Documentation
- Staff + provider interviews
- Calibration call established



GETTING STARTED

we've made it easy



SERVICE DESK ☒

We become your IT department, provide end-to-end proactive and reactive IT support to your staff.

Typically 20-150 staff



CO-MANAGE

We become a resource, escalation point, or an extension of your IT team, or augment with various levels of Service Desk & Projects.

Typically 100+ staff with IT or staffing needs



CYBERSECURITY + PRIVACY ☒



HIPAA COMPLIANCE



PROPOSAL



DATA PROTECTION



PHONES + COLLAB.



SIGN



CLOUD HOSTING ☒



OFFICE 365 + M365



SCHEDULE

1

GETTING STARTED

Service Desk is the core service we offer. Everything starts with Service Desk or Co-Managed Service Desk.

2

CHOOSING SERVICES

Services vary between companies, but most organizations that work with Dedicated IT need various levels of engagement.

3

CONFIRM PLAN

We'll prepare a quote, discuss and sign, then schedule your onboarding.

DAY 1-30

before the launch

31-120

roadmap & account management

120 ∞

calibration

WELCOME CALL

We kick off our welcome call to introduce the team who will help you transition to Dedicated IT.

SURVEY STAFF

Engage your staff to understand pain points, process needs, and gain benchmark of IT issues.

IDENTIFY + ASSESS

We work with you on site or remotely to assess, document, and uncover all your technology.

BUILD ISSUE LIST

We build an issue list, ask a LOT of questions about your goals, vision, and begin creating a 3-year roadmap.

SERVICE DESK HAS BEGUN

We've kicked off services and now supporting your people and technology.

THINGS WE STILL NEED

We're continuing the refinement of the issue list and building out a technology roadmap – made just for you.

TIGHTENING UP ISSUE LIST

Anything on fire and needing to be addressed with urgency.

KPI REVIEW

We're reviewing key performance indicators and service overview data to ensure that your expectations are being met.

BUILDING SECURITY PLAN

We've launched our security posture assessment. We'll be presenting any immediate needs that expose your business.

SURVEY BENCHMARK

The staff surveys are used again to poll and compare against previous results.

3-YEAR ROADMAP DELIVERY

We've presented our issue list draft and fine tuned it to ensure a technology roadmap is actionable and in your hands.

CALIBRATION CALLS

From here forward, your account manager runs monthly calls to ensure everything is smooth sailing.

ACCOUNT
MGMT.



4

BEFORE SERVICES ARE CUTOVER

We kick off our welcome call to introduce the team who will help you transition to Dedicated IT.

5

TRANSITIONING TO SERVICE DESK & DELIVERING YOUR TECHNOLOGY ROADMAP

We're now supporting you, understanding what issues are needing to be mapped to your technology roadmap, meeting with you regularly to understand how we're moving the needle, and more.



ACCOUNT MANAGEMENT

BEYOND THE KPIS

At Dedicated IT, we're serious about an IT experience like no other. Now that you've made it a few months in, we're going to kick it up a few levels with an account management experience; built from the ground up. Our monthly calibration meetings will consist of the following:



Old Business

A review of what's promised—Items that require follow up from last 30 days.



Service Overview

What's cooking with service? Ticket review, trends, and rising issues prone to cause disruptions.



Account Summary

Entitlement changes in last 30 days, billing and contract review, more.



Roadmap Alignment

What projects have been completed? Are we on track and hitting milestones? What's happening in the future?

Navigating your digital journey with a named IT pro.

Here is a few examples of what you can expect on a calibration call:

- Prepared agenda, focused points, under 30 min
 - Deliver valuable information, not bits and bytes noise
 - Understand trends and communicate needs before 911
 - Drive visibility of what roadblocks are in the way of the roadmap
- Understand the perception and satisfaction of Dedicated IT
 - Know what problems need to be solved, in what order
 - Learn what's changed and how it affects the business
 - Help you be better each day while continuing to raise the bar



HEALTHCARE

PROVIDING PRACTICES WITH PREDICTABLE OUTCOMES

For nearly two decades, Dedicated IT has served the healthcare industry. Our healthcare support model is tailored to medical staff, including nurses, physicians, and self-escalation. We equip surgery centers, management groups, and practices with an effective support model that scales from a single provider office to a 500+ employee, multi-state operation.

When you work with us, you get more time to focus on your practice while we handle your IT.



WHO WE SERVE

- **PRIVATE & MANAGEMENT OWNED PRACTICES**
- **IMAGING CENTERS**
- **RCM & BILLING COMPANIES**
- **1-1000+ PROVIDERS**

PARTNERSHIPS



ASSOCIATIONS



EMR SYSTEMS

- Nextgen
- eClinicalWorks
- Nextech
- Greenway
- SRS Soft
- Athenahealth
- Merge Healthcare
- Care Cloud
- Glowstream
- Epic
- Sis/Amkai
- Allscripts
- McKesson
- And more

SPECIALTIES

- Orthopedics
- ASC Surgery
- Dermatology
- Ophthalmology
- Urgent Care
- Gynecology/OB
- Senior Living
- Multispecialty
- Internal Medicine
- Primary Care
- Neurology
- Psychiatry
- Behavioral Health
- Urology
- ENT
- Radiology
- Public Health
- Gastroenterology
- Pulmonology
- Infectious Disease
- Physical Therapy
- Sports Medicine
- Podiatry
- Pediatrics

WE UNDERSTAND

- Compliance
- PACS & Radiology
- HL7 & Interfaces
- Practice Management
- Telemedicine
- Patient Satisfaction
- Faxing
- Medical Vendors

orlando orthopaedic center

"Dedicated IT understands what is urgent to Orlando Ortho and dedicates the right people to fix problems and find solutions. They always have the answers and when issues arise, they are solved quickly."

Supported

400+

Locations

8

Kevin Joyce | CEO



TESTIMONIALS

atlantic orthopaedic group

"We needed an MSP that knows healthcare – and Dedicated IT delivered. They take care of our IT so that we can focus on providing care to our patients."

Locations 1 Supported 50

Cindy Hambidge |
Practice Administrator



center for bone and joint

"By partnering with Dedicated IT, we've been able to simplify our IT while elevating our strategy. We didn't realize how many projects and goals we could tackle with the help of an MSP."

Locations 4 Supported 220

Dina Jones | Practice
Administrator



florida ortho surgeons

"The team at Dedicated IT is knowledgeable, patient, and professional. Our staff is grateful for the support and collaboration."

Locations 3 Supported 60

Connie Morris | Practice
Administrator



vero orthopaedics

"With Dedicated IT's help, our practice runs more efficiently, and our patients receive better care. It's an IT experience that is designed specifically to support healthcare."

Locations 3 Supported 150+

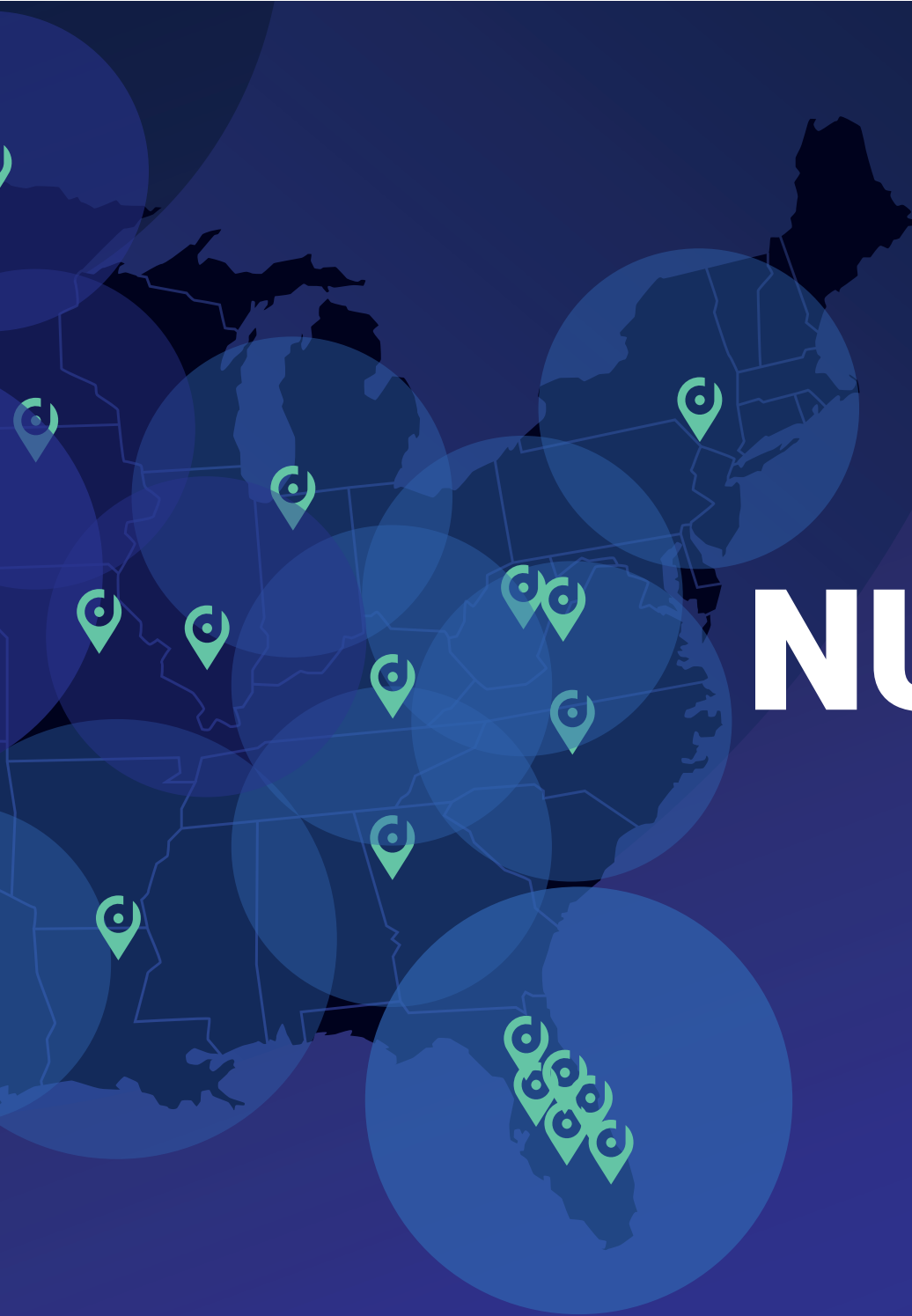
Jennifer Davison | CEO



A GROWING FOOTPRINT

NATIONAL REACH





BY THE NUMBERS

50

states we
deliver service

40k

endpoints under
management

73k

people who rely on
dedicated as thier IT

WE'D LOVE TO HEAR FROM YOU!

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