

Your Business Is a Corsica Tech Customer...Now What?



Now that you have chosen to partner with Corsica Tech for the management of your business IT, the next important step is Onboarding.

In this document, we outline the 5 major steps of the customer onboarding process, including what you can expect, what we will need from your team, and what the outcomes will be.

Welcome to your new I.T. Department!

The Onboarding Process:

Step 1: Requests for Information

We're going to send you some requests for information we need in order to proceed with your onboarding. This will include:



Passwords

We can't begin any onboarding if we can't access your systems. As your new IT Dept, we'll need admin-level access in order to properly manage your network.



Contact Information

We need you to tell us who the Primary and Secondary contacts are for business and non-business hours. That way, we know who to contact regarding any issues or outages.



Your Preferences

You'll tell us your preferences for when maintenance is done, and how often you receive your standard reports. We can't set those up until we know when you want them.

Step 2: Information Requests Completed

You're going to send back the information we requested.

This step is essential. We won't be able to move on to Step 3 without this information. The sooner we get it, the sooner your network will be better protected and managed.



Step 3: We'll get started on your Technical Onboarding

There are 2 components to the Technical Onboarding - Remote and On-Site.



REMOTE ONBOARDING

This all occurs remotely, so it's not something that we need to schedule with you - it will happen in the background.

Goal: Deploy agents and set up 24/7 monitoring and management of your network..



ON-SITE ONBOARDING

We need to come to your location for this, so once we have your information, we'll reach out and schedule the on-site portion with you.

Goal: Learn and document your complete IT infrastructure.

REMOTE ONBOARDING

During the Remote Onboarding phase, the goals are:

To deploy monitoring tools that will let us see your systems 24/7.

To perform any maintenance tasks that are required.

To configure your data backups.

To protect your network using our modern security tools and applications.

ON-SITE ONBOARDING

We will spend approximately 1-2 days at your location in order to complete the on-site onboarding. This will be scheduled with you in advance. During this portion, we will:

Inventory all of your network assets (we need to know everything you have in order to manage it!)

Install any hardware that you need for backups, security

Review and document (w/photos) your overall network configuration

Look for cost-cutting opportunities...any place we can help you streamline or increase efficiencies

Step 4: Review & Recommendations

All of the findings from the Technical portions will be compiled and then reviewed with you officially.

During this initial Onboarding Review, you'll be presented with:



IT Overview

A full IT health and efficiency assessment of your network.



Risk Analysis

Find out where your network may be at risk, and why.



Recommendations

Get recommendations on risk resolution, cost-cutting measures or long-term strategies for increasing efficiency.

Step 5: Implementation

This is when we take all of the approved recommendations and implement them on your network.

At the conclusion of Step 5, you can expect:



Security Upgrades



Network & System Improvements



Better Overall Performance/Less Risk

Welcome to your new IT Department!

Once the Onboarding process is complete, you have official customer status, and your network is our priority.