

IT MANAGED SERVICES PRODUCT CATALOG



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ABOUT NEW

Since 1993, NEW has supported SE Michigan's nonprofits through programs and services that build capacity and deepen impact. Along with traditional consulting, we offer fiscal sponsorship, office space, financial services, and IT support. We also host learning communities, where mission-driven leaders can learn and grow with the help of local experts and their peers' real-world experience. Together, we're helping boards go beyond the basics, growing financially resilient organizations, elevating visionary leaders, and creating champions for social change. We also uplift the guidance from our community's most influential BIPOC leaders to help us center justice as we move towards transformation.

Today, NEW inspires and equips mission-driven leaders, organizations, and communities to realize their visions of a just and thriving society.

NEW (Nonprofit Enterprise at Work, Inc.) is a 501(c)3 nonprofit. EIN: 38-2825019



BUSINESS OPERATIONS

ANNUAL TECH ASSESSMENT INCLUDED WITH MSP SERVICE AGREEMENT

This process documents your future requirements with a focus on making sure that existing workstations, infrastructure and applications are capable of growth and creating a roadmap of desired capabilities and possible paths to get there.

ANNUAL IT HARDWARE INVENTORY/ASSET MANAGEMENT INCLUDED WITH MSP SERVICE AGREEMENT

This process allows us to help you manage your IT assets and make recommendations for budgeting for upgrades as hardware ages or becomes obsolete

MOVES AND TRANSFERS INCLUDED WITH MSP SERVICE AGREEMENT

Assistance with disconnecting and reconnection equipment for office moves. We do not physically move the hardware or office furniture.

BUSINESS OPERATIONS

ANNUAL SERVICE AGREEMENT RENEWAL

INCLUDED WITH MSP SERVICE AGREEMENT

Based on the yearly tech assessment, we will renew your service agreement for the required services including number of devices to be supported.

YEARLY STAFF ASSESSMENTS

INCLUDED WITH MSP SERVICE AGREEMENT

This process documents current active users within your organization and determine secure access to your data and devices

TECHNICAL POINT OF CONTACT WITH 3RD PARTY SERVICE PROVIDERS

INCLUDED WITH MSP SERVICE AGREEMENT

Work on your behalf with other service providers, i.e. internet service providers, database support teams, wiring contractors, phone or alarm system support, security testing etc.



BUSINESS OPERATIONS

TROUBLESHOOTING, ONGOING SUPPORT INCLUDED WITH MSP SERVICE AGREEMENT

Our IT helpdesk is available Monday through Friday from 8:30 a.m. and 5 p.m. to take your call or emailed ticket for troubleshooting and resolving IT issues. We will respond according to severity and remotely connect to assist you in resolving your issue. We are also available 24 hours a day, 7 days a week, for emergency and urgent IT issues via phone call. Helpdesk@new.org 734-998-0160 ext 513

ONSITE SUPPORT INCLUDED WITH MSP SERVICE AGREEMENT

Our team will come onsite when it is necessary to physically work on any IT equipment or assess a problem that we cannot fix remotely. Please note for hardware repairs we will work with you to get your device to an appropriate repair facility or recommend replacement hardware.

ON-CALL EMERGENCY SUPPORT INCLUDED WITH MSP SERVICE AGREEMENT

We will have one IT System Administrator on-call each evening, weekends, and holidays to assist with any urgent IT needs.



BUSINESS OPERATIONS

AZURE ACTIVE DIRECTORY

INCLUDED WITH MSP SERVICE AGREEMENT

We will setup, maintain, and monitor Azure active directory for device and user management and security that are accessible anywhere helping to eliminate the need for on-premise domain environments

EMAIL MIGRATION PROJECT

PRICE PER HOUR

Move your email from an existing paid provider to either Google workspace or Microsoft 365 nonprofit offerings.



BRENT SITTERLEY
LEAD SYSTEM/HELPDESK ADMINISTRATOR

COLLABORATION

CLOUD MIGRATION PROJECT

PRICE PER HOUR OR ONBOARDING OF NEW MSP SERVICES

This process moves organizational data to a more secure and remotely accessible cloud based shared file management system using either Google Workspace or Microsoft 365 Sharepoint.

CLOUD FILE SHARING SETUP AND MANAGEMENT

INCLUDED WITH MSP SERVICE AGREEMENT

Configure and manage cloud-based shared data accessible securely anywhere for organizational efficiency and cost savings. Another step to make working remotely easier and eliminate the need for on-premise servers that need to be replaced periodically.

EMAIL SETUP AND MANAGEMENT

INCLUDED WITH MSP SERVICE AGREEMENT

Configure and manage organizational emails through Google Workspace or Microsoft 365 for cost savings and organizational efficiency.



COMPUTER HARDWARE

WORKSTATION RECOMMENDATIONS INCLUDED WITH MSP SERVICE AGREEMENT

Executive laptops are designed for moderate processing speed with great mobility and connectivity. Executive laptops are designed to work well in the office or remotely. Developer laptops are designed for demanding users who run applications on their workstations beyond their browser. Standard laptops are rugged and offer a good compromise among price, mobility and performance. We reserve the right to decline support for hardware that will not meet the requirements of the device.

SETUP OF PERIPHERALS INCLUDING DUAL MONITORS INCLUDED WITH MSP SERVICE AGREEMENT

Improve employee productivity with a multi-monitor setup and other peripherals designed to meet users needs.

PRINTER, POSTAGE MACHINE, OR OTHER IT HARDWARE SUPPORT INCLUDED WITH MSP SERVICE AGREEMENT

We will provide support for your organizations printers, postage machines, network equipment to insure it is properly connected and accessible via your computers. This does not include hardware repairs. We will also work alongside your service provider to ensure you can use your equipment as needed.



COMPUTER HARDWARE

WORKSTATION CONFIGURATION

INCLUDED WITH MSP SERVICE AGREEMENT

This service includes: 1) Update to Windows 10 Pro (if required), 2) Connect Workstation to Company Network, 3) Setup Workstation for Remote Support, 4) Apply Security Protections, 5) Install Standard Company Applications, 6) Remove Adware 7) Configure to access cloud services, and 8) Verify, Test and Basic User Training.

CONTINUAL REFINEMENT/IMPROVEMENT OF HARDWARE AND SOFTWARE

INCLUDED WITH MSP SERVICE AGREEMENT

Periodic application and operating system updates and upgrades including anti-virus or malware updates and OS service patches.

RECOMMENDATIONS FOR SOFTWARE

INCLUDED WITH MSP SERVICE AGREEMENT

Assist your organization with researching, purchasing, and implementing software to meet your organizations needs.



COMPUTER HARDWARE

AZURE VIRTUAL MACHINE INCLUDED WITH MSP SERVICE AGREEMENT

We will provision, setup, maintain, and monitor Azure virtual machines for needed desktop databases to be accessible to appropriate staff both onsite and remotely.

ONGOING SUPPORT FOR OPERATING SYSTEMS INCLUDED WITH MSP AGREEMENT

Support for mac and windows operating systems, web browsers, various software including the latest anti-malware, Microsoft office, outlook, organization required software, and adobe products.

AZURE ACTIVE DIRECTORY INCLUDED WITH MSP AGREEMENT

Administration and management of users and devices via cloud based Azure active directory.



SECURITY

AADYA JUDY NEXT-GEN AI SECURITY

All-in-one security platform for all endpoints. Includes DNS Filtering, Secure Authentication• Password Manager• Endpoint Detection & Response (EDR)• Mobile (Android & Apple)

- Automated Compliance Management& Reporting• DNS Filtering• Secure Authentication
- Password Manager• Endpoint Detection & Response (EDR)• Automated Compliance Management& Reporting

INCLUDED WITH MSP SERVICE AGREEMENT OR AVAILABLE AS A STANDALONE PRODUCT THROUGH US TO YOUR ORGANIZATION SEPARATELY

AFI CLOUD BACKUPS

Offsite cloud backups of all user emails, individual drives, and cloud drives.

INCLUDED WITH MSP SERVICE AGREEMENT OR AVAILABLE AS A STANDALONE PRODUCT THROUGH US TO YOUR ORGANIZATION SEPARATELY

DEVICE BACKUPS

All supported devices backed up to cloud in google workforce or OneDrive

INCLUDED WITH MSP SERVICE AGREEMENT



SECURITY

PCI OR INSURANCE COMPLIANCE REPORTING INCLUDED WITH MSP SERVICE AGREEMENT

We will work with your PCI, auditor, or Insurance representative to annually complete questionnaires or make infrastructure improvements for compliance.

PHISHING AND SECURITY AWARENESS TESTING TRAINING PRICE PER USER

Provided via Aadya



CURTIS MITCHELL
SYSTEM/HELPDESK ADMINISTRATOR

EMPLOYEE EXPERIENCE

ONBOARD NEW USERS

INCLUDED WITH MSP SERVICE AGREEMENT

We will work with you to onboard new users including setting up email accounts, giving access to appropriate cloud resources, setting up active directory, and configuring computer for user.

OFFBOARDING USERS

INCLUDED WITH MSP SERVICE AGREEMENT

Work with organization to renew computer hardware, transfer software licenses and hardware to new users, disable logins for devices, emails, and cloud accounts.



NIVEDITA "NIVI" JOSHI
SYSTEM/HELPDESK ADMINISTRATOR



NETWORKING

PHONES INCLUDED WITH MSP SERVICE AGREEMENT

We will work with your phone provider to ensure network connectivity for voip phones and provide instructions to users for setting up email, calendar, and cloud access from mobile devices.

INTERNET SERVICE PROVIDER INCLUDED WITH MSP SERVICE AGREEMENT

We will work with your ISP and your organization to determine recommended speeds and bandwidth for organization needs and getting your internet installed in your location.

NETWORK CONFIGURATION INCLUDED WITH MSP SERVICE AGREEMENT

Create, configure, manage a secure local area network for your organization.



NETWORKING

NETWORK PROJECT/WIRING OUTSIDE WALLS

INCLUDED WITH MSP SERVICE AGREEMENT

Run individual wires inside the office from wall ports to switches or devices as needed.

NETWORK PROJECT/WIRING IN-WALL LARGE PROJECT

PRICE PER HOUR

We will make recommendations for a wiring contractor and work with the contractor to implement a wiring project that involves in-wall wiring



TERRI MCKINNON
DIRECTOR OF MANAGED SERVICES

