



ICONIC P.R.O.S. MODEL to CUSTOMER SUPPORT

Once the onboarding is complete, you will be supported by your P.R.O.S. team.



P PROACTIVE

Central Services - The team that monitors and maintains your network, servers, and workstations, backups behind the scenes to make sure everything is running optimally.

Professional Services – This team will work on future roadmap projects so your business keeps moving forward.

Technical Alignment Coordinator (TAC) – Ensures your network meets our best practices and acts as the quality control person.

R REACTIVE

Support Desk – When you have an issue, call us and one of our support desk techs will help you out quickly.

Sys Admins – If your issue is more complex, the sys admins will jump in and troubleshoot, including going on-site

O OWNERSHIP

Infrastructure Administrator – The lead tech responsible for making sure the technical aspects of your network are functioning well.

S STRATEGIC

Virtual CIO / Account Manager – Services provided by the vCIO include strategic business reviews, updating your roadmap with future initiatives, and making sure your service expectations are being met.

Your Dedicated Team

At Iconic IT we want to develop a personal relationship by servicing you with your own Dedicated Team. You will see the same faces and they will know your business inside and out.