



Simple IT

for middle market operations

What is **Simple IT**?

Simple IT is a package solution bringing all your information technology into one contract managed by CRAG experts. Mobile devices, cloud services, endpoints, software, and network hardware: we support it all for you securely in the background so you can focus on your business. Expertise without complexity. We're vigilant about security while being professional, responsive, and easy to work with.

Expect the best from CRAG **Simple IT**:

- A professional, fully engaged IT department on your team
- Crazy good automation with 20% fewer tickets than the industry average
- Top 5% customer service for first response and resolution time
- Predictable IT costs from a reliable partner that scales easily with your business growth
- Sourcing, fulfillment, employee onboarding, and installation IT/network hardware, software

Why we exist

CRAG exists to make the work lives of our clients easier and more secure.

How we work



Competence

Technically excellent work by self-starters who work together well



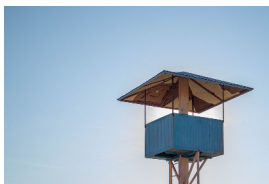
Empathy

Professional, fun, low stress attitude that puts our clients' work first



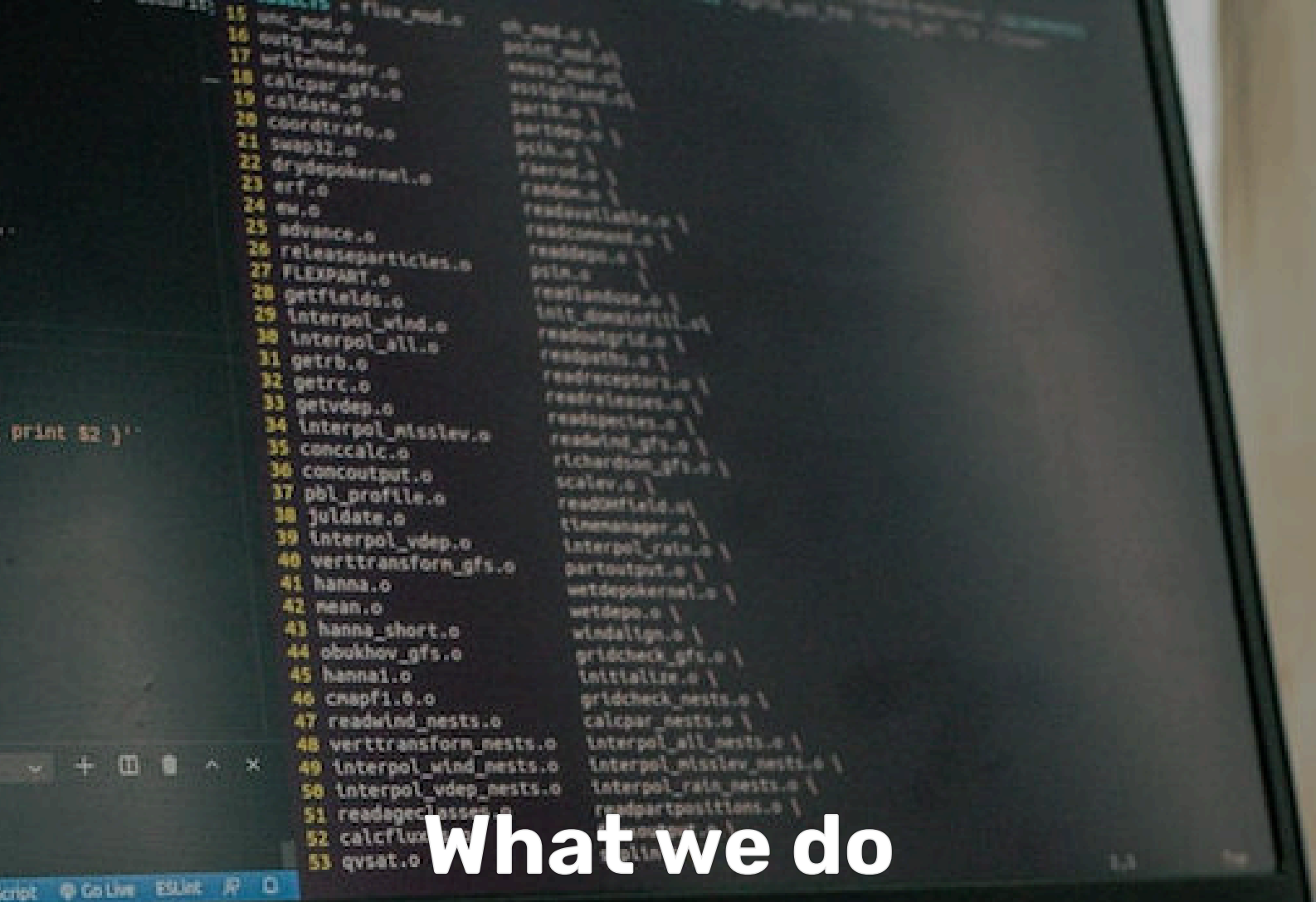
Consistency

Predictable results and crazy-good automation



Vigilance

Constant awareness and proactive responses to the security threats that could otherwise disrupt your business



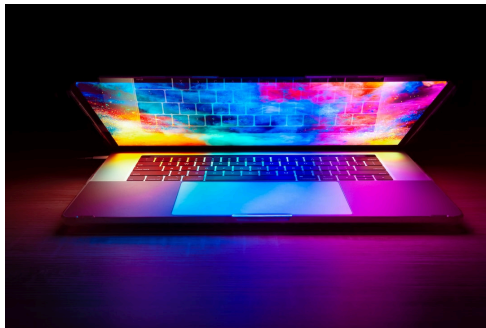
What we do

We provide cybersecurity and IT expertise for companies that cannot afford downtime.

How we succeed

Our People

- Technically competent and vigilant
- Work anywhere with an ownership mentality
- Integrity in all things



Our Systems

- Top of the line security tech stack
- Cyber compliance frameworks integrated into managed IT
- Active automation, bringing faster response times and consistent results
- Root cause analysis and problem solving. Like a dog with a bone until we find the root cause.

Our Alignment

- Long term partnerships over short term profit
- Clients who value excellent, total service delivery over lowest short-term cost
- Clients aligned with our values





Meet our industry leading Network Operations Center

With **Simple IT**, CRAG manages all your IT through our enterprise-class Network Operations Center (NOC).

Our NOC maintains optimal network performance and availability, ensures continuous uptime, and responds quickly to your tech support requests. Our NOC performs critical activities on your behalf, including:

- Responds to your tech support requests
- Monitors your network for problems that require special attention, including those originating from outside sources
- Manages your servers, network, devices, and equipment, including software installation, updates, troubleshooting and distribution across all devices
- Provides backup and storage of your critical information
- Email, voice and video data management
- Patch management
- Technology policy enforcement
- Improves services through collection of feedback and user recommendations
- Service level agreement follow through
- Vendor, freelancer and contractor management
- 8x8 UCaaS support
- ISP support
- Security camera support

Key Roles

Within our NOC, you will find a team of information technology analysts and team leaders. NOC staff require specific skills in monitoring, maintaining and quickly resolving performance issues within the network. Our NOC technicians usually have advanced degrees, certifications, and work experience typically beyond the scope of the unspecialized IT professional.

Because hiring a large team with the technical capabilities necessary to operate modern information infrastructure is not feasible for most businesses, a CRAG partnership is a competitive advantage for companies that value uptime as a critical priority.

NOC Design and Operations

CRAG operates a hybrid workforce, with teammates working both onsite at our offices and remotely across the US. We built our systems from the ground up to meet the needs for a modern, flexible workforce. We do the same for our clients. **Why CRAG #1: modern, flexible, cloud-first processes help us respond to your needs quickly and prevent disruption.**

Our NOC technicians monitor administrative dashboards to assess the health of our clients' networks and respond to support requests. The NOC ticket system uses advanced automations to ensure our clients receive a first response in less than 16 minutes with complete resolution in less than 1 business day, on average. **Why CRAG #2: Measurable KPI's put us in the top 5% in the US for customer service so your team feels fully supported.**

Our remote monitoring and management (RMM) dashboard provides an overview of all client hardware and equipment, with the ability to detect and resolve hardware issues, deploy software, manage endpoints, process backups, provide remote access, and deliver IT asset reports. Our proprietary, industry-leading automations streamline workflows and a wide variety of common IT tasks. While the industry average is 0.9 help tickets per user per month, the CRAG average is 0.7. **Why CRAG #3: 20% fewer tickets help your employees focus on doing their work well, without distraction.**

CRAG continuously evaluates changing technology, workforce expectations, and makes proactive recommendations for continuously improving our clients' information infrastructure. We also handle sourcing, configuration, and delivery for our clients' new hardware. **Why CRAG #4: We are a forward-looking, strategic tech partner you can trust.**

With fully installed Office applications across multiple devices, hosted email, and online file storage and sharing, Microsoft 365 Business Standard is the most comprehensive package available for businesses with 300 or fewer users. The robust package supports greater productivity and collaboration in the workplace, with all of the features of the Microsoft 365 Apps for Business and Microsoft 365 Business Basic packages together in one integrated product. **CRAG is a Microsoft Silver Certified Partner.**

Communications, Connectivity, and Software

CRAG is an 8×8 partner. Cloud Unified Communications as a Service (UCaaS) help businesses transform their customer and employee experience. With a single system of engagement for voice, video, and digital collaboration, you can communicate faster and smarter to exceed the speed of customer expectations.

Connectivity delivers fast, reliable, and secure internet access solutions for businesses from top providers of fiber and broadband. Our connectivity solutions combine security and speed to enable businesses to take full advantage of the cloud. Vendor availability and offerings vary by location.

We provide Adobe and more than 5,000 additional software SKUs from our suppliers. CRAG handles sourcing, purchasing, and assigning and removing licenses on behalf of your employees.

Simple IT Plan Details

CRAG Managed NOC

- You get our team (see above): professional, engaged, competent, and managing your entire information infrastructure: cloud, endpoints, mobile devices, and network hardware
- Crazy good automation with 20% fewer tickets than the industry average
- Top 5% customer service for first response and resolution time
- Predictable IT costs from a reliable partner that scales easily with your business growth
- Sourcing, fulfillment, employee onboarding, and installation IT/network hardware, software

CRAG Monitoring & Alerts

- Monitors all your endpoints and creates custom alerts based on system health and performance
- Drives proactive management through alerts
- Delivers fully automated remediation
- Receives critical in-depth insights into endpoint performance
- Monitors and manages your network and network devices

CRAG Patching & Updating

- Automatically identifies and remediates vulnerabilities across your entire IT portfolio at speed and scale
- Patch Windows, Mac, and Linux operating systems as 3rd party Windows and Mac applications
- Patch any endpoint with an internet connection regardless of location, domain status, or network connection

CRAG Remote Access

- Access both Windows and Mac endpoints from a single window behind 2-factor authentication (2FA)

- Remotely take control of attended and unattended endpoints with a single click
- Every remote session is protected by TLS and 256-bit encryption

CRAG Access Control

- Grants users and technicians remote access to their desktops with end-user sharing
- Secured with multi-factor authentication
- Users see their device and can quickly connect to it with just two clicks

CRAG Policy Management

- Design policies to improve security and usability across your information infrastructure
- Patch management policies deployed to fix and protect systems from risks
- Security policies block unknown and risky sites, content, and apps

CRAG IT Asset Management (ITAM)

- Live asset data ensures you're making decisions based on complete, accurate, and up-to-date asset information
- Supports and enables endpoints through powerful automation and full visibility
- Intelligently identifies assets with health and performance issues while enforcing asset policies to limit risk
- See IT asset data directly within management and support workflows, making your team more efficient and effective

We make onboarding simple

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STEP ONE

Complete our survey 1 Week

Satisfaction survey for current IT
"If you could fix 1 issue..."

STEP THREE

Complete onboarding 2-4 weeks

Outliers
Initial security scans & mapping
Communication with your employees

STEP TWO

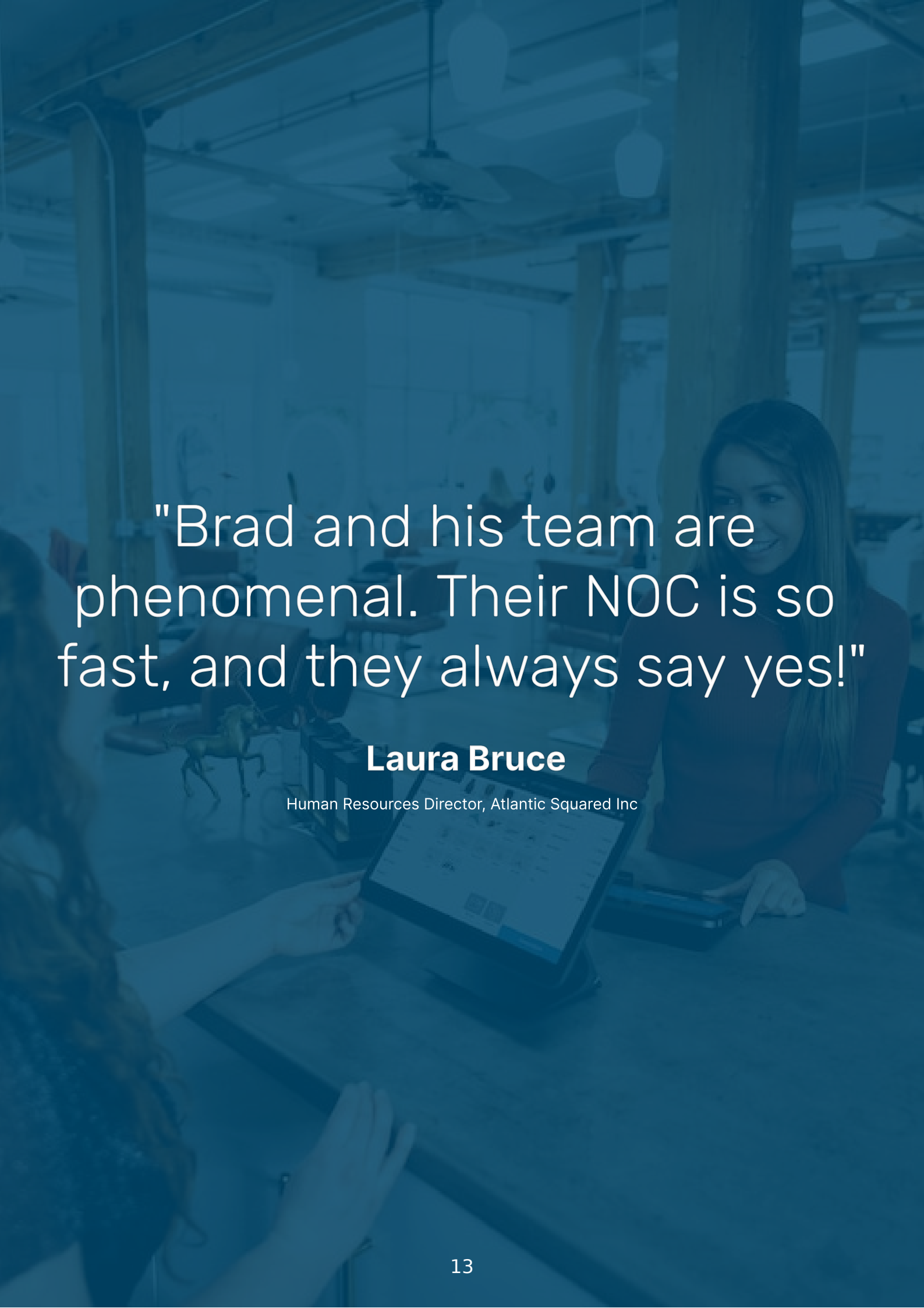
Deploy systems 2-4 Weeks

Support software
Monitoring and management software
Communication with your employees

STEP FOUR

Continuous improvement 1+ years


Digital transformation
IT agility and alignment
Security landscape

A woman with long dark hair, wearing a red top, is smiling and looking at a tablet held by another person. They are in a modern office with large windows and wooden pillars. The background is slightly blurred, showing other office equipment and a ceiling fan.

"Brad and his team are phenomenal. Their NOC is so fast, and they always say yes!"

Laura Bruce


Human Resources Director, Atlantic Squared Inc



"You can't beat the customer service. Brad's staff is sharp and on top of it."

Matt Neely

Vice President, Multifamily Select Inc.

A woman with long dark hair is smiling and looking at a tablet computer. She is standing in a modern office with large windows and wooden pillars. The image is overlaid with a blue tint.

"CRAG migrated us to the cloud. They're very fast and responsive. Great MSP partner."

Steve Stradtman

CEO, International Consortium Inc

Have
questions?

Get in touch →

