



Please Welcome

Raquel Allen

Account Manager Jamaica | Inova Solutions

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• The Services of Inova Solutions MSP

**Inova**  
SOLUTIONS



# The Services of Inova Solutions (MSP)



**Your Passport to the Cloud**



# Inova

SOLUTIONS



**Microsoft**  
Solutions Partner

# Our locations



# What we do

Productive Meetings

Security

Cloud Solutions

Advisory

IT Support

Training and Adoption



Read the Inova Solutions Brochure to discover our solutions!



# Inova Solutions is your **Passport to the Cloud**

Consulting



## Assessments

Cloud Readiness  
M.W. Readiness  
Security  
Backup Strategy  
IT Maturity  
Training Plans

Implementations



## Deployments

Inova Essentials  
Microsoft 365  
Azure  
Backups

Adoption



## Training

Microsoft 365 Admin  
OneDrive  
PowerBI  
Teams  
Azure

Support



## Assistance

Break-Fix Block Hours  
On-Going Assurance  
Managed Services for

- Security
- Back up

Usage  
Optimization



## Increase Value

Microsoft 365 Usage  
Software Assets Mgmt.  
Licensing Assessment  
Azure and Cloud

Consulting



Implementations



Adoption



Support



Usage  
Optimization



## Break-Fix Block Hours



### ONGOING CLOUD SUPPORT PLANS

*You can always rely on our steadfast assistance for your IT environment. Rest assured, we've got you fully covered, as we address any concerns about the support for your systems.*

## Managed IT Services

**Take care of your business. We'll manage your IT needs.**


Our Managed Services solution is proactive, efficient, and value-driven. It provides comprehensive IT management, cybersecurity, cloud optimization, data backup, and responsive support in one convenient package. This enables you to concentrate on excelling in your core business



**Learn more here**



# Ongoing Cloud Support



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Learn more here



Support 





## ONGOING CLOUD SUPPORT PLANS

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### BRONZE LEVEL

Ensures fundamental service standards, giving businesses a solid foundation to rely on for their essential needs.

Support hours: 5 p/m  
Roll over: No  
Quarterly Health Check: No



### SILVER LEVEL

Experience reliable service and a solid performance. We deliver a perfect blend of reliability and efficiency.

Support hours: 10 p/m  
Roll over: No  
Quarterly Health Check: No



### GOLD LEVEL

This service offers robust guarantees and proactive support, ensuring your needs are securely met.

Support hours: 15 p/m  
Roll over: Yes, 3 months  
Quarterly Health Check: Yes



### PLATINUM LEVEL

Our highest level of service goes beyond expectations, with unparalleled commitment and top tier performance.

Support hours: 20 p/m  
Roll over: Yes, 3 months  
Quarterly Health Check: Yes

## MAXIMUM RESPONSE TIMES

SEVERITY	RESPONSE HRS	SEVERITY	RESPONSE HRS	SEVERITY	RESPONSE HRS	SEVERITY	RESPONSE HRS
Critical	6	Critical	4	Critical	2	Critical	1
High	6	High	4	High	2	High	1
Medium	12	Medium	8	Medium	6	Medium	4
Low	24	Low	24	Low	24	Low	12

## OUR PROMISE AS YOUR IT PARTNER

We aim to add value to your business through our Cloud solutions, implementing IT solutions, and providing support for your IT challenges. Your team will receive assistance to help you achieve your business goals.





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# Take care of your business. We'll manage your IT needs.

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## CHOOSE FROM OUR PACKAGES

### Infrastructure Management & Monitoring

- 24/7 PC & Server monitoring
- Maintenance and patching
- Microsoft 365 Console Management
- System Health Check report
- Windows Server monitoring
- Windows Server maintenance and patching

### Security and Backup and Disaster Recovery

- Antivirus Monitoring - Defender for Endpoint/Business/Servers/Office 365
- Cloud File Sync & Share
- Password Vault
- Microsoft 365 Best Practice Setup – Defender for Office 365
- Microsoft 365 Best Practice Setup – Defender for Identity
- Quarterly Microsoft 365 Access Reviews
- Quarterly Phishing Simulation & Awareness Training
- Disaster Recovery and Business Continuity Plan
- Guardian 360 Data Defender –Security Monitoring
- Guardian 360 Data Protection – Backup

### Advisory

- Virtual CIO
- Microsoft 365 Adoption Review & Planning
- Monthly reporting
- Management Dashboard
- M365 Licensing and Cost Optimization
- Azure Cost Optimization
- Reactive Support
- On-site support

	PREMIUM	PREMIUM PLUS
Infrastructure Management & Monitoring	✓ ✓ ✓ ✓ ✓ ✓	✓ ✓ ✓ ✓ ✓ ✓
Security and Backup and Disaster Recovery	✓ ✓ ✓ ✓ ✓ ✓ ✓	✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓
	M365 Only M365 Only	M365 Only M365 Only
Advisory	✓ ✓ ✓	✓ ✓ ✓ ✓ ✓ Annual ✓
	10 incidents p/m No	Unlimited Yes

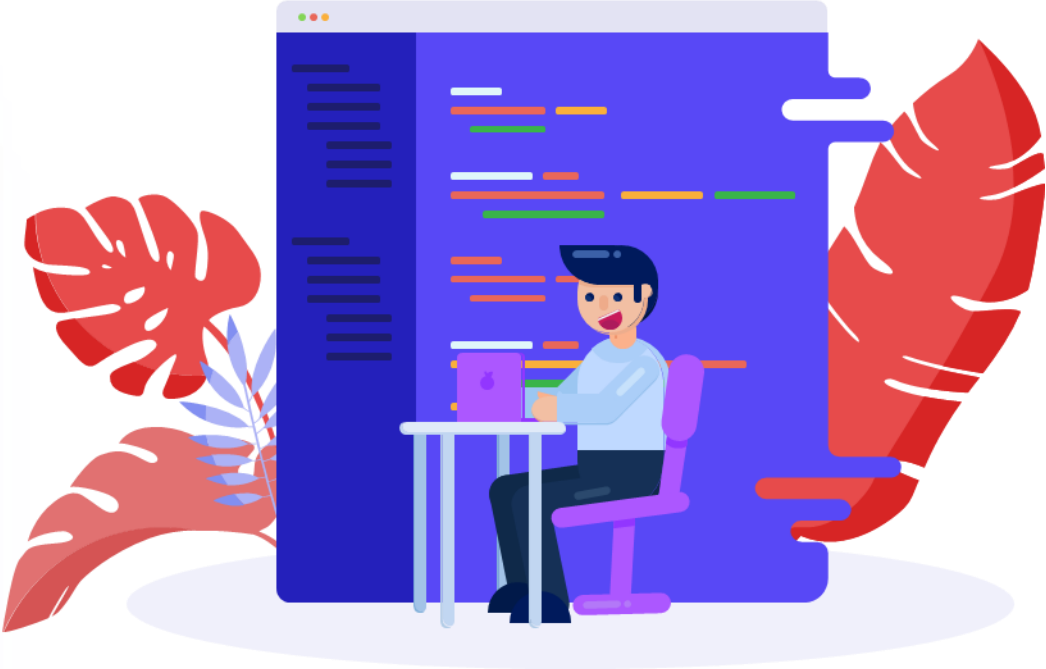
# Support

## Block Hour

Per-hour, Ad-hoc Service

## On-Going Assurance

- X Predictable
- Fixed-price
- Lower priced



# Your benefits as our valued client

- **Reduce your service management costs** by assessing and supporting you with efficient IT Service Management deployment
- **Get effective support** with your incidents and run your Microsoft projects successfully based on SLA's
- **Take advantage of simplified solutions** which are more transparent for you, and result in quicker adoption within your company
- **We walk our talk:** by offering what we ourselves also successfully deploy as service delivery tools internally
- **Benefit from highly skilled and Microsoft certified personnel** that are active in different time zones and are here to serve you in different languages (English, Spanish, Dutch)!



# Any Questions



Please type your questions in the Q&A inbox  
Don't be shy, the professionals are here for you ;)



Thank  
You!

Contact us

[rallen@inovacorporation.com](mailto:rallen@inovacorporation.com)

[inovacorporation.com](http://inovacorporation.com)

+(876)-815-1717

