



Transitioning to Xantrion IT Services

1	Plan CIO completes the planning process within one to two weeks.	<ul style="list-style-type: none">Interview or survey key stakeholders.Assess and document your current IT infrastructure.Discuss and develop improvements.Finalize the support contract. <i>If needed, we can assume support during the planning phase.</i>
2	Assume support The Xantrion Help Desk provides IT support for your organization.	<ul style="list-style-type: none">Provide unlimited 24/7 live phone support.Provide on-site support as needed.Call 866-926-8746 with urgent issues.Email support@xantrion.com with standard requests.
3	Implement improvements Your Xantrion IT manager and project team execute the transition and implementation plan in 4 to 12 weeks.	<ul style="list-style-type: none">Conduct a kick-off meeting.Order equipment if required.Implement improvements.Conduct a wrap-up meeting.
4	Provide ongoing support Your Xantrion IT manager takes the lead going forward.	<ul style="list-style-type: none">Perform proactive monitoring and maintenance.Purchase and update hardware and software proactively.Renew ISP contracts, domain name registrations, and hardware warranties.Discuss new technologies and keep IT aligned with your business goals.Manage changes, such as expansions or relocations, as needed.