



MANDRY MANAGE

MANAGED TECHNOLOGY SUPPORT & MONITORING 24/7

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Mandry MANAGE

REDUCE DISRUPTIONS | CALM CHAOS | SAVE HEADACHES

Certified experts bridging IT gaps in your organization by:

- Keeping your systems up and running
- Interfacing directly with your technology vendors
- Giving you visibility into performance
- Being transparent about your options when needs arise
- Making sure you know what business technologies you have and how to leverage them
- Presenting you with tiered solution options and a descriptive statement of work for projects
- Never charging hidden fees or standard increases

Why choose us?



Years of Fine-Tuning

Proprietary Processes & Systems

- Full team onboarding
- Discovery and documentation
- Strategic IT roadmap and budget
- Executive technology/cybersecurity summaries
- Outputs and the frameworks used to create them



Know Your Bases Are Covered

Simplified Billing & Agreements

- Straightforward invoices
- No hidden fees, charges, or standard increases
- No travel fees for onsite support
- High-level agreements that outline what we do, not what we don't



Knowledge of Your Business

Real People & Relationships

- Calls always answered by real people who know your business
- No tiered help desk, junior engineers, or triage system
- No Service Level Agreements (SLAs)



MANDRY
MANAGE

Managed IT Support to Save You Headaches

Why Mandry MANAGE?

- Dedicated team
- Fixed-fee coverage
- Options-based project process
- Solution-agnostic services
- Sustainability
- Responsive service

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How does it work?

Process	Description
Discuss	We begin with an open conversation about your desired IT-related results and the outcomes you can expect from our services.
Align	We align our resources around your organizational goals and present solutions designed to keep you informed every step of the way.
Onboard	During our onboarding period, we form relationships with your team and familiarize ourselves with your business and technical environments.
Summary & Roadmap	We then review and answer questions about a technology summary that defines expectations, co-dependencies, and impacts of projects and services. We provide estimates for the top priorities and roadmap activities and timelines based on budget.
Review	Regularly, we review completed projects and provided services, share reports and documentation, and discuss and update the budget.



Channel Futures
Leading Channel Partners Forward

MSP 501
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ABOUT MANDRY TECHNOLOGY SOLUTIONS LLC

Mandry Technology provides 24/7 managed IT support, certified experts meeting cyber risk management needs, VOIP phone and business communication solutions, and cloud strategy consulting and architecting. Mandry partners with clients to protect their organizations from unexpected setbacks by helping align technology solutions with business goals. Mandry ranked in the top 100 technology providers in the world on the Channel Futures™ 2021 and 2020 MSP 501 and has also appeared on the CRN® MSP 500, Next Gen 250, and Tech Elite 250. Mandry has active MSPAlliance® Cloud Verify™ and Cyber Verify™ certifications and provides AICPA SOC 2® reports under SSAE 18. More information about Mandry, headquartered in Lubbock, Texas, can be found at mandrytechnology.com.

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