

## Solution Guide: AutoPilot

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**Remote 24x7 Monitoring, Preventative Maintenance, Remote Support, Onsite Support, and Business-Technology Leadership – part of the area’s most complete managed IT service.**

After discussing the technological requirements of small and medium firms with their owners and management teams, there were more than a few recurring themes. Executives have shared with us statements such as "it just has to work" and other things like "If I could just get this off my plate, I could... fill in the blank".

The AutoPilot service was conceived with our company's mission statement in mind, to help our clients employ purposeful technology solutions with more confidence. Many of our clients know in their heart that they need technology to ensure the long-term success of their growing enterprise. They also know that they can't afford costly downtime, and more, they'd rather know that technology's there but not be bogged down in the minutia associated with supporting required equipment and users. Furthermore, they need to know that the technology they have is fully supported and fits somewhere into a long-term plan that is consistent with the needs of the business.

During our discussions we also learned something else about our clients, they hate surprises; there's nothing worse, especially a big bill from their technology partner for servicing systems that should have never gone down in the first place. With AutoPilot, our first aim is to eliminate surprises. Since surprises take many shapes and form we stand prepared to eliminate surprises in your IT budget but also the surprise of a major systems failure right when it's time to submit payroll.

We do this by applying a comprehensive program that includes: 24x7 remote monitoring, regularly scheduled system preventative maintenance, guaranteed response-time reactive support, and our strategic IT management service we call Business-Technology Leadership. Best of all, we offer this service to our clients for a fixed monthly fee, so there are no surprises and no hassles.

**Learn more at our website: [www.navigatingbusiness.com](http://www.navigatingbusiness.com).**

# Service Agreement Options

The AutoPilot service is customized to each client's unique needs. The following matrix represents a general outline of service levels. See enCompass for complete details.

	Preventative Maintenance	AutoPilot Lite	AutoPilot	AutoPilot Advanced
24x7 Remote Monitoring	●	●	●	●
Backup Data Continuity Checkup	●	●	●	●
Monthly Network and System Performance Health Report	●	●	●	●
Renewal Notification Service	●	●	●	●
Discounted Remote Support Rates	●			
Discounted Onsite Support Rates	●	●		
Unlimited Remote Support Engineering		●	●	●
Unlimited Onsite Support Engineering			●	●
Regularly Scheduled Business-Technology Alignment Meetings			●	●
Asset Management			●	●
Annual Licensing Audit			●	●
Annual Security Audit			●	●
Virtual CIO Service				●
Annual IT Budgeting				●
Discounted Project Rates		●	●	●

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## About Encompass Group, LLC

Based in Cleveland, Ohio, enCompass was founded with the mission of helping clients implement purposeful technology solutions that help navigate the pathways of business with more confidence. The enCompass team accomplishes their mission by providing honest and forward-thinking solutions for small and medium businesses that think big. Specific technology skillsets revolve around custom application development, network engineering, and strategic IT management with best-in-class solutions in collaborative and mobile applications and managed infrastructure services.