



## Assessment Services

### The Bell Techlogix Difference

**Bell's objective is to create the ultimate end-user experience** that directly results in decreased costs, increased customer retention, new revenue opportunities and improved operational efficiencies for small and mid-sized companies, as well as Fortune 500 companies. Bell focuses on enterprises that are regional and national in scope and excels in specific verticals such as Education SaaS providers, and internal corporate help desk support. To accomplish this ambitious feat, Bell offers and closely manages a comprehensive set of Project Based and Managed Services resulting in Technology Solutions that deliver efficient, effective, and positive experiences to your customers and users.

Bell Techlogix has over 25 years of experience in delivering IT Technology Solutions. Our certifications and broad experience include Apple, Dell, HP, IBM, Microsoft and other industry leaders. Our core team of subject matter experts currently carries over 450 industry certifications. This combination of experience and expertise allows us to deliver complete solutions on-time and on-budget. Our commitment to our clients is evidenced by the fact that we currently manage over 500,000 IT assets. Our Technology Solution Suite assists IT Executives in better defining their environment and planning for future growth while ensuring the optimized delivery of IT services resulting in improved service levels and quantifiable cost savings.

Our Assessment Services provide our clients:

- ✓ Documentation on the Current Environment;
- ✓ Benchmarking versus best-in-class;
- ✓ Identification of measurable cost savings;
- ✓ Documentation on areas of potential risks;
- ✓ Detection of security vulnerabilities;
- ✓ Identification of best practices;
- ✓ Highlighting of gaps in execution;
- ✓ Recommendations and plans to achieve.

### Business Challenge

Strategic business initiatives are critical to enabling your business to stay competitive, yet as a result many tactical and non-core functions are often overlooked or left on the back burner. They continue to operate the same way they have been for years because they're not strategic and they just work...but then again, maybe they don't.

Optimizing many of your non-core functions, such as your service delivery model or your server environment, can have significant impact on your cost structure and the ability to meet internal service level goals and objectives. It can also have a significant impact on end-user satisfaction and productivity and can often provide the cost savings necessary to fund critical strategic initiatives.

The business challenge becomes effectively balancing time, resources and focus to ensure that non-core functions are optimized.

### Bell Techlogix Solution

Bell leverages over 25 years of experience in IT to assist clients in assessing their current environment, measuring it against best practices and delivering actionable recommendations. Bell deploys a well thought out methodology to effectively and efficiently analyze processes and procedures, compare to best practices, and collaborate with our clients to determine the right solutions. We are able to consistently deliver successful client engagements because your non-core functions are our "core" business.

#### Our IT Assessment Services include:

- Service Desk Operations;
- Desk Top Support;
- Asset Life Cycle Management;
- Enterprise Storage;
- Wireless Strategy and Execution;
- Server Virtualization.

### Assessment Deliverables:

The cornerstone of our Assessment Services is turning data into actionable information that clients can use to enhance their infrastructure and improve planning and budgeting. Bell's detailed analysis and recommendations is provided to clients in a set of easy to understand deliverables, including:

- Examination of key industry metrics and best practices;
- Detailed design of current state and end state;
- An analysis of the gaps and risks;
- Recommendations for action;
- Expected impact on TCO and an ROI Analysis;
- Roadmap and Project Implementation Plan.

***It's our business to help you improve yours!***