

2025
EDITION

SOURCEPASS™

The 2025 Guide to Managed IT Services

How to Revolutionize Your IT Experience

Simplifying IT so you can
focus on what matters most
—your core business.



THE 2025 GUIDE TO MANAGED IT SERVICES

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THE 2025 GUIDE TO MANAGED IT SERVICES

Introduction

Challenges with outdated technology, insufficient IT support, security vulnerabilities, or inefficient IT operations can hinder your business's growth and productivity.

At Sourcepass, we understand the frustration and setbacks these issues can cause.

When a business comes to us during the Managed IT Services selection process, we help to identify your specific pain points through initial meetings and a thorough discovery process.

This allows us to pinpoint technology and security gaps and create a comprehensive, tailored proposal that addresses your unique needs.

Common IT Challenges



Outdated Technology

Slow Performance, Frequent Crashes or Errors, Constant Troubleshooting



Insufficient IT Support

Inexperienced IT professionals, Delays in issue resolution, unprofessional or rude IT professionals



Security Vulnerabilities

Ransomware, Phishing attacks, untrained staff, compliance with industry regulations



Inefficient IT Operations

Ineffective communication, reactive problem solving, inadequate training

THE 2025 GUIDE TO MANAGED IT SERVICES

Introduction

Once we begin our engagement, we ensure a smooth onboarding process with a dedicated project manager who gathers essential information, plans the transition to Sourcepass for support, and identifies key milestones in the schedule.

Throughout your on-going journey with us, Sourcepass provides continuous support with a 24/7 help desk, network and security operations centers, and an online portal for real-time access to digital resources.

Our client success team conducts regular check-ins, technology assessments, and quarterly business reviews to ensure alignment with your business objectives. '

This holistic approach not only addresses your immediate IT needs but also positions you for long-term success by leveraging our expertise in professional services and innovative technology solutions.

SIMPLIFYING THE IT PROCESS

The Client IT Journey

- | | |
|-------------------|--------------|
| 1 INITIAL MEETING | 3 PROPOSAL |
| 2 DISCOVERY | 4 ONBOARDING |

Step 1: Initial Meeting

Sourcepass focuses on understanding a client's unique pain points and business goals by conducting thorough discussions.

By gaining a deep understanding of the client's current IT infrastructure and business objectives, Sourcepass can tailor services and solutions that not only address immediate needs but also foster innovation, growth, and an enhanced cybersecurity posture.

Through this personalized approach, Sourcepass demonstrates its value and commitment to helping clients achieve long-term success.

Step 2: Discovery

Once a client understands the value that Sourcepass can provide, a discovery process can begin as a deep-dive to understanding the client's business, technology, and user requirements.

This phase involves several key steps to ensure a thorough analysis and smooth onboarding.

Initially, Sourcepass gathers knowledge through both onsite and remote discovery processes, which includes conducting a detailed assessment of the client's infrastructure to identify gaps. This information is used to design support workflows and develop a monitoring set.

Throughout the discovery process, Sourcepass works closely with business leaders, subject matter experts, and the client's point of contact to ensure a seamless transition and effective ongoing management.

Step 3: Custom Proposal

Based on the information gathered from the initial meetings and the Discovery, a **custom-tailored proposal** is created to meet the client's specific needs, offering a comprehensive plan that includes managed services, professional services projects, and ongoing support.

Step 4: Onboarding

The client onboarding process at Sourcepass is designed to ensure a seamless transition and effective integration of solutions and services.

It begins with a collaborative approach where the onboarding team, including a dedicated project manager, remains in constant communication with the client's point of contact to thoroughly understand their business and identify key components.

This is followed by a detailed documentation of workflows for new users, workstations, and offboarding processes to ensure efficiency.

The team then deploys necessary tools across the client's environment, ensuring minimal impact on their business operations.

Once the onboarding phase is complete, the service team takes over to provide ongoing support, ensuring that all client needs are met and that the business is set up for success.

MANAGED SERVICES

Ongoing Services

- 1 ONGOING 24x7 SUPPORT
- 2 CLIENT SUCCESS
- 3 PROFESSIONAL SERVICES
- 4 QUEST™ : NEXT-GENERATION CLIENT EXPERIENCE

Ongoing 24x7x365 Support

Sourcepass provides comprehensive ongoing 24x7x365 support to ensure that clients' IT needs are met around the clock.

This includes highly responsive help desk services available via email, phone, and our client experience portal, Quest™, as well as on-site support for issues that cannot be resolved remotely.

The support team is equipped with advanced tools for remote monitoring and management, ensuring continuous oversight of client systems and quick resolution of any issues.

Additionally, Sourcepass offers robust security measures, including endpoint protection, network monitoring, and vulnerability scanning, to safeguard client data.

This always-on support model ensures that clients can operate smoothly and securely, with peace of mind knowing that expert assistance is always available.

Client Success & Engagement

Consistent with the Sourcepass mission to provide an IT experience that clients love, each client is assigned a client success team that offers strategic insight and expert support dedicated to your continued success.

This relationship keeps Sourcepass involved in evolving business needs to solve problems and create new opportunities.

From budgeting forecasts to technology updates and emerging solutions, clients always have an expert team providing guidance on how to achieve long-term goals.

Professional Services

At Sourcepass, clients can expect seamless access to professional services whenever they need it.

With a team of project managers and engineers well-versed in a wide range of technologies, Sourcepass can address any technical challenges that arise with open lines of communication and clear expectations.

This holistic approach ensures that clients are always informed and confident in the solutions and services being implemented.

Quest: A Next-Gen Experience

All clients have access to Quest™, our innovative and powerful platform designed to keep you in sync and in control for a premium IT experience – accessible via web, desktop, and mobile.



[Learn more about Quest](#)

With Quest™, your employees can quickly and easily request technical support from our team, check on the status of active service requests, review project statuses, access self-help resources, and more.

All of our interactions are updated in real time, keeping everyone up to date on our efforts ensuring that your interactions are smooth and efficient, just like your favorite apps.

AWARD-WINNING IT SERVICES

About Sourcepass

2,200+

Clients

600+

Team Members

97%

CSAT Score

9

Locations

Sourcepass is the industry's fastest growing IT service provider, focused on providing an IT experience that clients love.

Our experienced, award-winning team focuses on developing personal relationships with our clients, learning about your business needs and how best to apply technology to solve problems and create new opportunities.

Sourcepass can help transform your business to increase scalability, meet cybersecurity goals, and drive growth.

Dedicated to excellence.

Sourcepass has achieved SOC 2 Type II and ISO 27001 certifications, reflecting our commitment to safeguarding the confidentiality, integrity, and availability of data, environments, and cybersecurity processes for both customers and trusted partners alike.

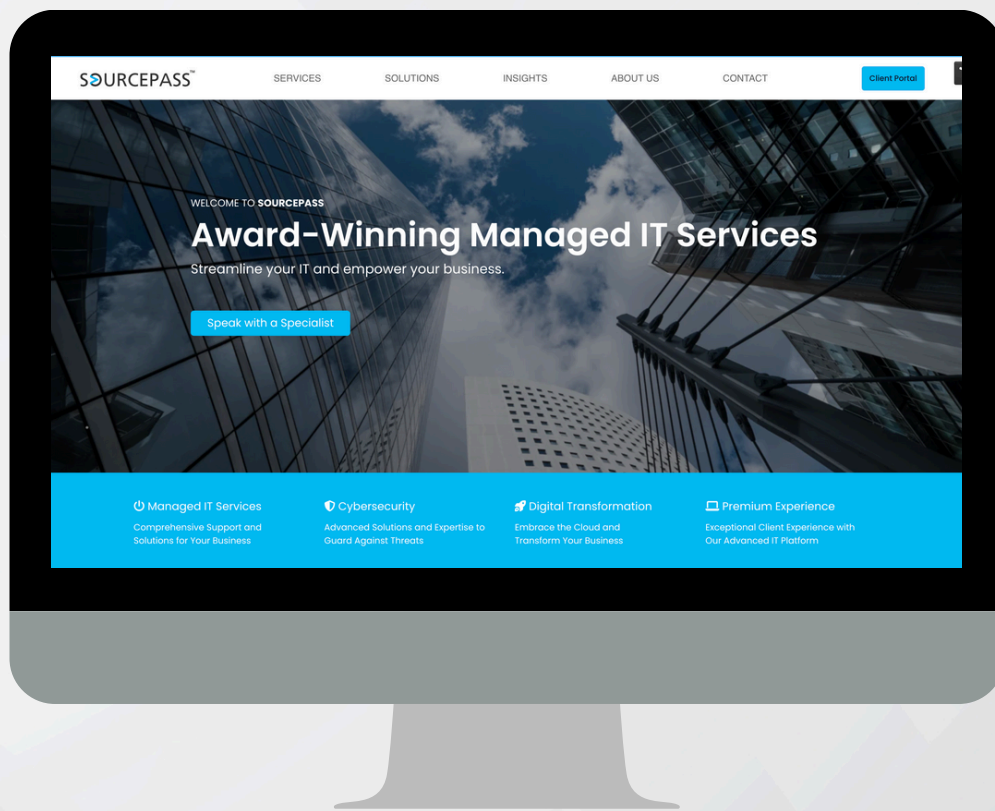


**SOC 2
TYPE II
CERTIFIED**





Take control of your digital universe.



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