SOLUTION BUILDERS®

MANAGED IT SUPPORT

Your First 90 Days.

What switching to Managed IT Support from Solution Builders actually looks like, week by week, and the numbers you can expect at the end of it.



90%
average reduction in IT downtime

5 min
average ticket response time

98%
client satisfaction, scored on every ticket

WEEK BY WEEK

No surprises, just a plan.

Every engagement starts the same way, so you always know what happens next.

WEEK 1

Discovery and kickoff

- Your dedicated Client Relationship Manager is assigned
- Full discovery of your environment, people, and priorities
- Quick wins identified and scheduled

WEEKS 2 TO 4

Onboarding

- Documentation, monitoring, and alerting go live
- Backups verified and security baseline applied
- 24/7 help desk and client portal open to your team

DAY 45

Roadmap review

- Your technology roadmap, mapped to RISE
- Budget and lifecycle plan for the next 12 months
- Projects prioritized with you, not for you

DAY 90

First quarterly business review

- Response times, uptime, and satisfaction reported
- Roadmap progress reviewed and adjusted
- The numbers to prove it is working

1
Client Relationship Manager, your single point of contact

50+
engineers behind that one person

Monthly
terms, because trust is earned monthly

Source: Solution Builders onboarding process and 2026 company brochure.

BEFORE YOU SIGN

Eight questions to ask any IT partner, including us.

Our answers: 5 minutes, one named person, tested on a schedule, a full stack, 24/7, every quarter, yes and yes, month to month.

1. What is your average ticket response time, and who measures it?
2. Will I have one named person, or a queue?
3. How do you test backups, and how often?
4. What does your security stack include on day one?
5. What happens after hours and on holidays?
6. How do you report results, and how often?
7. Can I see your satisfaction scores and talk to a client in my industry?
8. What are your contract terms, and how do I leave?

www.solutionbuilders.com
(952) 854 8188 · Bloomington, MN

Book a 30 minute assessment →