



PCS

SIMPLIFIED IT SUPPORT FOR BUSINESS

ONBOARDING PROCESS

Todd Schill, our Onboarding Manager, works closely with our support teams to facilitate a seamless and effective onboarding process. Our key objectives include optimizing your IT infrastructure, securing your network, and collecting crucial information to deliver consistent support. Below is an outline of our onboarding process:

SECURE NETWORK– NETWORK LOCKDOWN

- Admin Passwords: Change all admin passwords.
- Domain Accounts:
 - Present management with a list of all domain accounts.
 - Remove or disable any accounts identified as no longer in use.
 - Force password changes for all users.
- Networking Devices:
 - Present management with a list of all domain accounts.
 - Remove or disable any accounts identified as no longer in use.
 - Force password changes for all users.
- Kaseya Installation:
 - Install Kaseya agents on all servers and workstations for remote monitoring and management.
 - Scan for other means of remote access and secure them.
 - Install Huntress AntiVirus on all workstations and servers.

EVALUATION AND RECOMMENDATIONS

- Infrastructure Evaluation: PCS will conduct a comprehensive evaluation of your IT infrastructure.
- Summary Report: Provide a summary of findings along with any recommendations.

INFORMATION GATHERING

- Network Scan: Identify all connected devices.
- Device Identification: Catalog all devices.
- Licensing Information: Gather all available licensing details.
- Vendor Information: Obtain details for all third-party vendors (e.g., phones, copiers, applications).
- Employee Meetings: Meet with key employees (selected by management) to understand critical processes.

DOCUMENTATION

Documentation: All findings will be thoroughly documented for your records.

This process is designed to position your organization for success by securing and optimizing your IT environment.



www.pcsflorida.com



info@pcsflorida.com



941.270.4446