

Progent™

Microsoft and Cisco Certified Engineers

Transparent Consulting Support for IT Service Providers



Expand your IT services business with Progent's consulting support and benefit from broad expertise, nationwide service, and transparency

If you sell IT services or plan to enter this dynamic market, Progent's transparent consulting support can put you on the fast track towards growing your business, satisfying your customers, and improving your profits. Progent's nationwide team of network engineers, desktop support specialists, application experts, and data security consultants have worked as seamless extensions of the support staffs of some of the world's largest IT service firms. Progent's broad range and depth of expertise allows you to expand the scope of your IT service business, and Progent's transparency lets you promote and protect your brand.

Progent is an IT support firm specializing in providing remote consulting services to small and mid-size businesses. Progent is a Microsoft Certified Partner and maintains one of the largest teams of Cisco-certified CCIE network engineers of any independent IT services company in the world. For 20 years, Progent has delivered remote technical assistance and consulting to clients in every state in the U.S.

Features and Benefits of Progent's Consulting Support for IT Service Providers

Progent's consulting services for IT support firms allow you to act as a single point of contact for virtually all technical expertise your clients may need. You can grow your in-house service team at your own pace without having to turn down opportunities due to lack of expertise or bandwidth.

Key features of Progent's transparent consulting services for IT support firms include:

- **Transparent Service Delivery:** Progent works as a seamless extension of your support group, under your direction, and bills you, not your client.
- **No Retainer or Startup Fee:** Progent bills only for services delivered and charges by the minute to minimize costs.
- **Detailed Reporting:** Progent uses an enterprise-class reporting platform to ensure that all services are thoroughly documented, making it easy for you to shift account responsibilities to in-house personnel once you have enough staff consultants and appropriate skill sets.

Key benefits of Progent's consulting support for IT service providers include:

- **Safely Expand Your Service Business:** You can pursue more business opportunities and offer more solutions without the risks associated with increasing your head count too rapidly.
- **Strengthen Your Brand:** You can position your IT support company as a full-spectrum service provider by delivering more services to more clients under your own brand.
- **Add to Your Services Portfolio:** Progent offers world-class expertise in a broad range of technologies and can act as a reliable resource to expand the technologies handled by your IT service business.
- **Fast Escalation:** With hundreds of IT consulting experts available, Progent can transition quickly from Tier 1 to Tier 3 support so that even the toughest issues get resolved promptly.
- **Retain Your Clients:** Happy clients keep coming back. By teaming with Progent, you can continue making your customers successful without ever forcing them to look for help outside the fold.

Progent's Practice Areas

Progent's nationwide team of certified engineers are experienced in delivering a wide range of consulting and troubleshooting services. Practice areas for which Progent offers expertise include:

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| ■ Exchange/Messaging Consulting | ■ Security and Compliance | ■ Cisco Network Infrastructure |
| ■ Azure, AWS and Google Cloud | ■ Android Integration | ■ Apple Mac and iPhone |
| ■ Citrix XenApps and XenServer | ■ SharePoint Server Collaboration | ■ Ransomware Recovery |
| ■ Data Center Relocation | ■ Virtual Hosting Services | ■ WiFi Access Point Setup |
| ■ VMware Virtualization | ■ Windows 10 Migration | ■ Server Management |
| ■ Desktop Support | ■ Linux Integration | ■ Stealth Penetration Testing |
| ■ Microsoft Dynamics GP | ■ Windows Hyper-V Configuration | ■ Active Directory Design |
| ■ WiFi Site Surveys | ■ Windows Server 2019 Support | ■ SQL Server Consulting |
| ■ Help Desk Outsourcing | ■ Microsoft 365 Integration | ■ VoIP Solutions |
| ■ Remote Network Monitoring | ■ Skype for Business and Teams | ■ Work from Home Support |

Find Out More About Progent's IT Services Reseller Program

For more information, call **800-993-9400** or send email to **information@progent.com**

FEATURES

- **Transparent Service Delivery**
Progent works as a seamless extension of your support group, under your direction, and bills you, not your client.
- **Detailed Reporting**
It's easy to shift to your own support staff once you have the bandwidth and skills.
- **No Retainer or Startup Fee**
Progent bills only for services delivered and charges by the minute to minimize costs.

BENEFITS

- **Leverage Your IT Resources**
You can easily and affordably expand to new geographies or enhance your service portfolio without straining your budget.
- **Strengthen Your Brand**
Improve your position as an IT service provider by delivering more services to more clients under your own brand.
- **Large Services Portfolio**
Progent offers world-class expertise in a broad range of technologies and can act as a one-stop shop to expand your IT service business.
- **Remote Support Experts**
Progent is a pioneer provider of remote network support for advanced IT services, saving clients money while delivering fast and effective solutions.
- **Top Industry Certifications**
Progent's engineers hold top certifications from Microsoft, Cisco, Apple, Linux vendors, VMware, Citrix, Juniper, IBM, and Palo Alto Networks, plus security industry certifications including CISSP-ISSAP, CISA, GIAC, and CISM.