

Virtually expand your IT service desk through a seamless interface that links your team to ours.



Higher State Technology puts the power of the most popular IT automation software at everyone's fingertips, allowing staff to easily escalate tickets or support needs to our team.

Peer2Peer TechSM Benefits



VISIBILITY

Increase your visibility into IT related projects, and see how technology is being leveraged with other internal business projects.

Access to a team of IT experts to back up your internal IT team's skills and fill their expertise gaps.

STRATEGIC IT PLANNING

Develop a clear road map for budgeting IT projects, ensuring that those projects are directly tied to specific business objectives.

Establish a process to strategize and plan for IT Investments so that budgets and timelines meet business objectives.

STREAMLINE IT & IT FRACTIONAL LEADERSHIP SUPPORT

Expand oversight into your IT projects with certified Project Managers and PM software.

Access a real-time portal into ticket and project activities, including talent and expertise for managing escalated needs.



Peer2Peer TechSM

Peer & Portal Support

Introducing an end-to-end solution to gain clarity and visibility into IT projects happening in the business.

The benefits come fast.

Leverage our Project Management talent and systems to retain complete control over your IT service issues - you decide when tickets get escalated to our service desk.

Immediate Access to additional IT talent and services, when and where you need them, to back up and extend an internal IT team's skills and expertise.

Happy employees, who have the ability to track the progress and status of their IT requests quickly and easily. IT oversight is available to engage on major IT projects that the internal team does not have the expertise or time to complete.

Focus on your core business, not IT requests and unhappy end-users. Your IT resources become more productive in managing these requests.

Let us help.



15 minute Zoom Video conference for quick Q&A



60 Minute Strategic IT Visioneering Session and a **Roadmap 1.0** with priorities, timeline and budgeting framework for planning time and talent investments - a \$750 value with fee - waived for first 10 registrants



IT Ecosystem Audit and Assessment:

A full IT report that shows overall condition of the environment, including low to high risk and detailed information on IT assets