

Managed IT, run by people who answer the phone.

100% U.S. based service desk and engineering, 24/7/365.

Your customer bought technology. Somebody still has to run it on Monday morning. BCS365 takes on the day to day operation of the environment, working alongside whatever internal team the customer already has rather than replacing it.

THE CUSTOMER PROBLEM

- The internal team is stretched thin and spends its week on password resets instead of projects.
- Nobody owns the environment after hours, on weekends, or when the one person who knows it is out.
- The incumbent provider only reacts, so the same problems come back month after month.

WHAT BCS365 DELIVERS

- 24/7/365 service desk, level 1 through level 3
- Endpoint management, patching, and hardening
- Network monitoring, management, and firmware
- Server, virtualization, and storage support
- Backup verification and restore testing
- Asset lifecycle, procurement, warranty tracking
- Onsite field services where hands are needed
- Hardware as a Service on a 60 month term
- Onboarding and offboarding workflows
- Vendor coordination and service reporting

WHY IT MATTERS TO YOU

Recurring revenue

Managed IT is the stickiest line in the portfolio and renews with the relationship.

Fewer escalations

Proactive monitoring means fewer post sale problems land back on your desk.

Account durability

A customer whose daily operation runs through us is far harder to displace.

SIGNALS TO LISTEN FOR

- "Our IT team is stretched."
- "The incumbent only reacts."
- "Our IT director is retiring and we have no plan."

HOW TO BRING US IN

- Send the name and one sentence of context to your BCS365 contact
- Take 15 minutes on an opportunity huddle to confirm fit
- We join your customer call and run discovery. You lead it
- Register through AVANT as usual. Nothing commercial changes

DELIVERY MODELS AND CREDENTIALS

- Fully managed
- Co-managed
- Staff augmentation
- Project services
- 24/7/365 U.S. based NOC and SOC
- ISO/IEC 27001:2022 certified

Co-managed is the strong default when the customer already has IT staff. The customer keeps operational control, which removes the biggest objection an IT director has.

Capability summary only. Exact services, coverage, responsibilities, and commercial terms are opportunity specific and governed by the executed MSA and CFS.
BCS CallProcessing, LLC dba BCS365.

Chris McCarthy

Senior Sales Executive, BCS365

cmccarthy@BCS365.com | 859-222-7689

Managed IT Services

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