

Datasheet

LogicalisOne

LogicalisOne offers a new way to supplement your IT team and reach your technology objectives with the technical resources you need, when you need them, providing greater peace of mind.

If the full managed services experience isn't yet in the cards or you require a more defined, yet flexible way to supplement your IT team, consider LogicalisOne.

LogicalisOne enables you to access the technical resources you need to reach your technology objectives, when you need them, helping you achieve the IT outcomes you expect and the peace of mind you deserve.

How LogicalisOne works

Choose one or multiple technology pillar(s) and, once you're subscribed, you'll be assigned to a Logicalis Customer Service Manager and a technical subject matter expert (SME) for each pillar who will work with you to achieve your objectives.

This 12-month recurring contract includes credits billed at a set monthly rate based on your consumption needs. Credits are deposited into your LogicalisOne account and are then available to use for services within the technology pillar(s) you've subscribed to. Each service has a defined number of credits associated with it and services can be easily selected from a menu.

If you need services outside your chosen technology pillar(s), LogicalisOne gives you the flexibility to consume services from any technology pillar, when needed. The service is governed by response time Service Level Objectives (SLOs) and your defined goals or outcomes.

Benefits

- **Flexible service** – Choose one or more technology pillars for your service and access other technology pillars as needed.
- **Team-centered** – Work closely with your assigned team—a Customer Success Manager and highly certified technical subject matter expert(s)—to maximize your services.



- **Budget friendly** – Pay a predictable monthly fee and receive credits that are added to your account each month.
- **Easy management** – Use the 24/7/365 LogicalisOne portal or call our Service Desk 24/7/365 to request and track services or manage your contract.
- **Outcome-driven** – Choose the outcomes you expect and we'll work with you to deliver.
- **Peace of mind** – Take back control and skip the worry over staffing, budgets, and other things out of your control.

Common IT needs that LogicalisOne addresses

LogicalisOne helps you address these common needs:

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|  Budgeting/Planning |  Risk management |
|  Staffing issues |  Project backlog |
|  Skills gaps |  Project remediation |
|  IT innovation |  Emergency response |
|  End-of-life planning |  IT documentation needs |
|  Security posture | |

What your LogicalisOne credits cover

Customer Success Manager (CSM) — Your assigned CSM serves as your point of contact to ensure you use all the services and credits available to you. Your CSM will also take the lead in and engage in proactive reviews and workshops with your assigned SME(s). He or she serves as the primary escalation point for Emergency Case management/Emergency Service support.

Technical Subject Matter Expert (SME) — Your assigned SME(s), based on your chosen technology pillar(s), will participate in proactive reviews and workshops and provide consultative support and technical expertise.

Quarterly workshops — To help us better understand your business and keep on top of your technology objectives, your SME(s) will hold a one-hour workshop each quarter to help you align available credits to your IT needs.

Monthly reviews — To validate progress against the direction defined in quarterly workshops, your SME(s) will provide a one-hour monthly review.

Reactive support — All requests are aligned to available service credits. If there are no available credits and you've approved the work, you'll be billed for any amount over and above your available credits.

Priority scheduling — While we automatically prioritize your service request for you, your SME(s) may also identify projects that are eligible for a higher priority (requires additional credits).

24/7/365 Service Desk — If you'd prefer calling in to request service or check on a service request and want to speak with a friendly human, feel free to call our Service Desk professionals at any time.

LogicalisOne portal — You'll have access to the LogicalisOne portal 24/7/365 so you can request and track service requests and manage your contract.

How are tickets classified?

LogicalisOne tickets are classified in one of two ways: Standard or Emergency. Status does not impact or change SLOs, but it does impact the escalation and actions taken by the team.

- **Standard:** The issue is not currently causing a problem or outage but you'll need to implement, fix, or adjust a covered service. Requests for Standard service should be made through the Service Desk, Portal, or with your SME.
- **Emergency:** The issue is having a business impact. Requests for Emergency service should be made by contacting your CSM. CSM engagement and management of emergency tickets is considered a service and will consume service credits. See service definition for more details.

What are service level objectives (SLOs)?

- **Ticket Log:** Logicalis will provide a 24/7/365 portal to log service requests.
- **Service Desk:** Logicalis will provide phone support through our Service Desk 24/7/365.
- **Response Time:** All tickets will receive a response within 24 hours and all responses will be provided during business hours (Monday-Friday, 8:00am-5:00pm CST).
- **Scheduling:** Standard service requests will be assigned a service date within 5 business days.

What are the LogicalisOne technology pillars?



Hybrid Data Center
(On Premises and Cloud)



Network and Wireless



Collaboration



Microsoft Modern Work



Security

Ready to subscribe to LogicalisOne or want to learn more?

Contact your Logicalis Account Executive to see how to extend the reach of your team and deliver IT value.