SHARTEGA.IT

A Guide to Complete IT for **Auto Dealerships**

Introduction to Shartega IT

Founded in 2001 by Merrill Wolf in Lincolnwood, IL, Shartega IT quickly became a leading Managed Service Provider (MSP) with a vision to provide IT support services and technical consulting to local businesses. Under the leadership of Nic Connor, who acquired the company in 2006, Shartega IT expanded its reach and relocated its headquarters to Chicago in 2008, and later to Des Plaines in 2020.

Our mission is simple: We help companies strategize, optimize and secure their IT infrastructure, ensuring reliability and performance through our process.

Shartega IT embarked on its journey with Lober Motors in 2001, marking the beginning of a trajectory that has seen the company evolve and expand its proficiency in the automotive industry. Over the years, we have enhanced our expertise by delivering services to a diverse range of auto dealership clients.

Complete IT

With Complete IT, your dealerships will go beyond the traditional one-size-fits-all approach. Instead, they work to understand your specific business objectives and challenges. By gaining deep insights into your organization, they develop a customized IT roadmap that addresses your unique needs, helping you achieve your goals more effectively.

The five core delivery areas form the foundation of Complete IT, providing a holistic approach to meet your IT requirements.

| Support | Centralized Services | Professional Services | Technology Alignment | vCIO |

Complete IT: Support

Support ➤ Centralized Services ➤ Professional Services ➤ Technology Alignment ➤ vCIO

The Support team is crucial for resolving technical issues. They serve as the first point of contact for employees seeking help, offering assistance and guidance through various means, including a help desk. For critical issues requiring hands-on help, they provide reactive onsite services, dispatching technicians to minimize disruptions by resolving complex problems at the location.
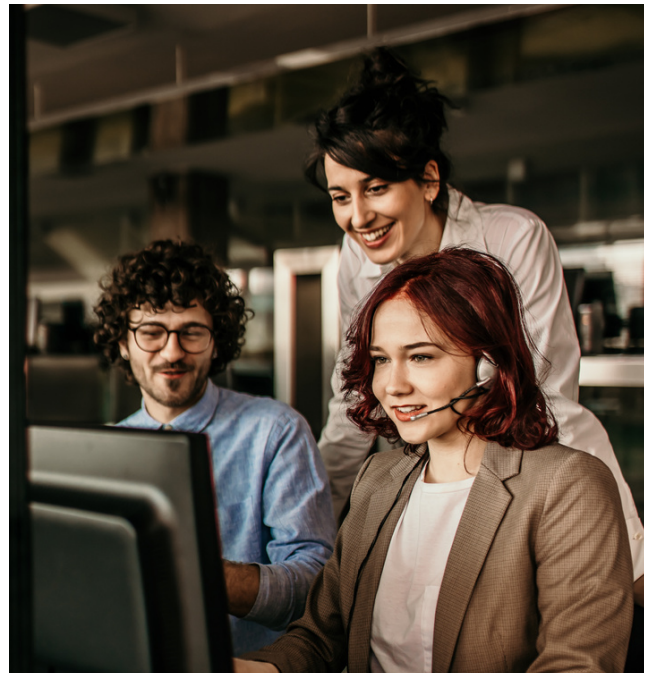
Proactive system and network engineering services are essential for identifying and resolving issues in your auto dealership's systems and network infrastructure. Our specialized Support team, customized for auto dealership owners, efficiently manages tasks using a technician dispatch system and a ticket tracking/reporting system. To improve accessibility, we provide an IT support app for employees, allowing them to submit tickets, track progress, and receive updates conveniently.

We value continuous improvement and actively seek employee feedback through a dedicated system. This ensures our support services evolve to meet the unique needs of your auto dealership.

How to get Technical Support

The IT Support app lets you submit tickets to the support team and get communication and updates from the technical team. This is the primary method of submitting a support ticket.

You can also open up a support ticket by emailing **help@shartega.com**. Ensure to include information regarding your request in the body of your email.

When emergencies happen, you need support quick. You can contact the help desk at **(773) 305-3500**.

Complete IT: Centralized Services

Support	Centralized Services	Professional Services	Technology Alignment	vCIO

The Centralized Services team ensures the efficient operation of your business applications and network infrastructure. Their responsibilities extend beyond technical support to encompass documentation and cybersecurity measures, providing a comprehensive approach to managing your organization's IT environment.

Our dedicated team is committed to providing comprehensive security services specifically designed for auto dealerships, safeguarding your systems. This includes vigilant monitoring of antivirus and anti-malware solutions to detect and prevent potential threats. We also take charge of operating system patch management, ensuring your systems receive timely updates with the latest security patches to effectively address vulnerabilities.

In the realm of essential services, our focus extends to backup monitoring and management, a critical aspect for your dealership's security. Through active monitoring and management of the backup processes, we strive to enhance the overall security posture of your auto dealership.

The team also focuses on firewall and internet security management to safeguard your network from unauthorized access and cyber threats. They configure and manage firewalls and other security appliances to maintain a secure environment. Workstation maintenance and monitoring are priorities for the team, ensuring that your workstations are well-maintained, updated, and optimized for performance.

Additionally, they manage cloud services and Microsoft 365, ensuring the reliability, security, and scalability of your cloud infrastructure. With 24/7 network monitoring, the team proactively detects and addresses potential issues in real-time, minimizing downtime and maximizing network uptime.

Finally, they handle IT asset management, including tracking, monitoring, and managing hardware and software assets.

Complete IT: Professional Services

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The Professional Services team is responsible for implementing new technology solutions for your organization. They are responsible for executing projects and facilitating moves, adds, or changes (MAC) related to technology infrastructure and systems. When it comes to projects, the Professional Services team takes charge of planning, designing, and implementing new technology initiatives. This can involve the deployment of hardware, software, or integrated systems to meet specific business requirements.

In addition to projects, the team also handles moves, adds, or changes (MAC) within the IT environment. This includes making adjustments or enhancements to the existing infrastructure, systems, or configurations based on the evolving needs of the organization. The Professional Services team ensures that the necessary changes are implemented smoothly and efficiently.

What is a Move, Add, or Change (MAC)?

A move, add or change (MAC) is any request impacting the established IT infrastructure:

- Migrating LOB or email services

- Application deployments

- Network installs

- PC installs and refreshes

- Cabling and wiring

- New office builds

- New hire onboarding

Complete IT: Technology Alignment

Support	Centralized Services	Professional Services	Technology Alignment	vCIO

The Technology Alignment Manager ensures that your technology infrastructure aligns with industry best practices and compliance requirements. They act as a dedicated point of contact, working closely with your team to assess your current setup, identify areas for improvement, and develop a tailored alignment strategy.
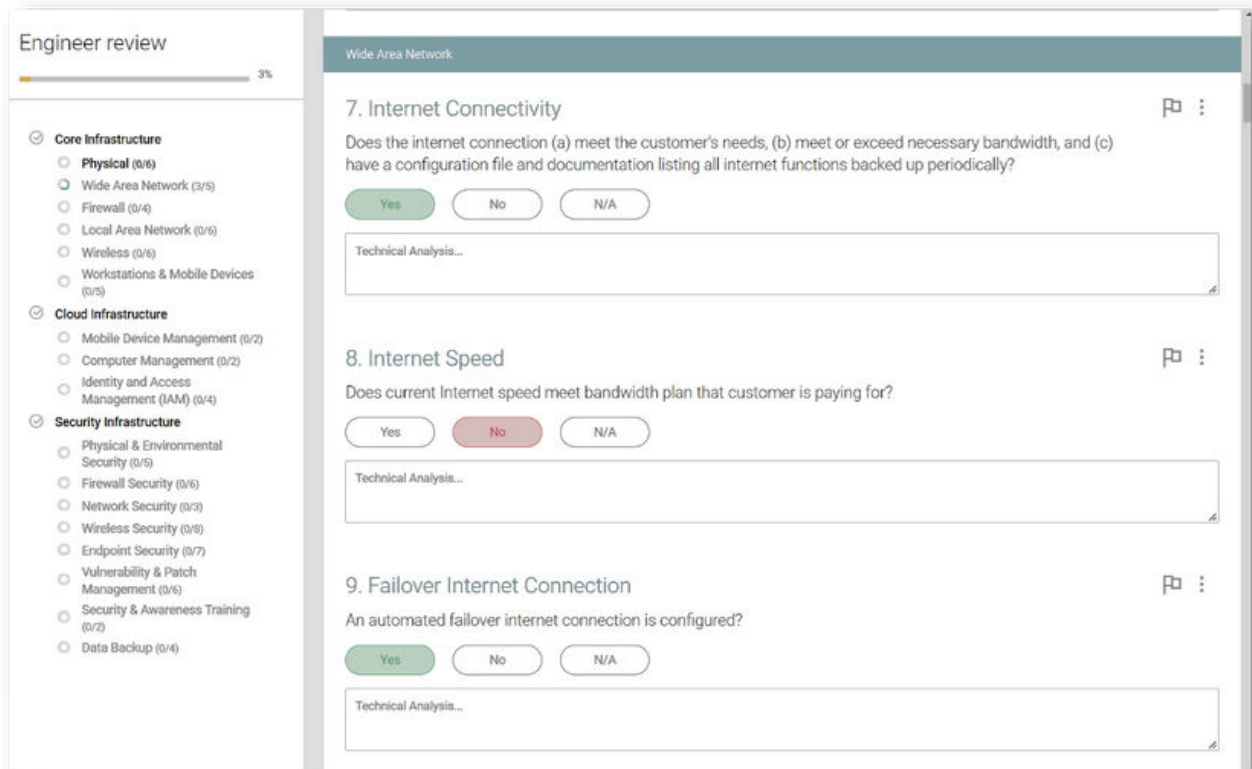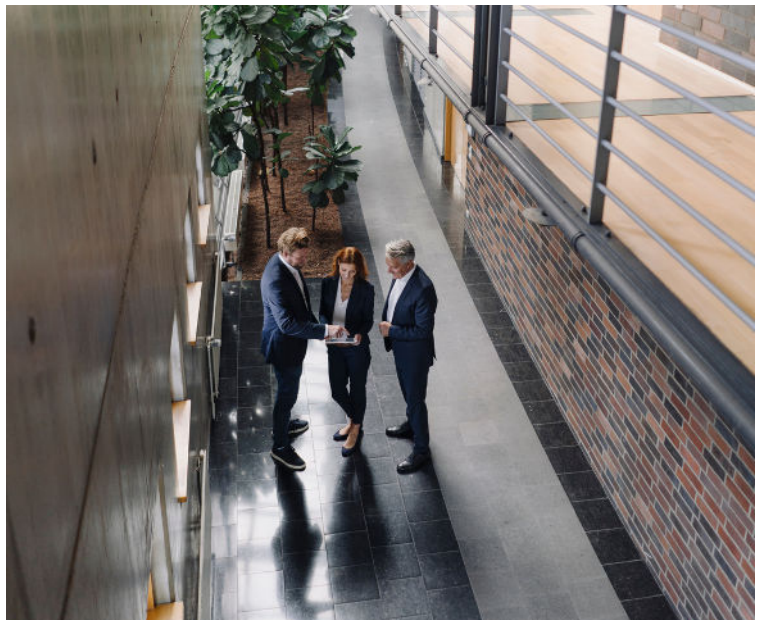
The TAM conducts scheduled alignment reviews to assess your IT environment, including configuration, performance, and compliance.

The Technology Alignment Manager oversees network administration, ensuring the efficient operation, security, and reliability of your network infrastructure. They also manage documentation and record keeping, including network diagramming, to maintain accurate and up-to-date information for reference and planning. Additionally, the manager provides health reporting, offering insights into the status and performance of your technology environment. This allows informed decision-making and proactive measures to maintain optimal alignment and performance.

The TAM will be assigned to visit your organization on a routine schedule. When they are onsite they will be responsible for:

- Morning meeting with your business leadership

- Review open tickets and concerns with them

- Work on the alignment assessment

- Closing meeting with your business leadership

- Follow up with our internal teams on any feedback, concerns

Below is an example of a baseline alignment assessment. In the image below you will see questions about the organizations internet connection, speeds, and failover options.

Complete IT: vCIO

| Support | Centralized Services | Professional Services | Technology Alignment | vCIO |

The vCIO (Virtual Chief Information Officer) provides strategic recommendations to the business based on data gathered from alignment assessments. Their primary responsibilities revolve around building and maintaining a strategic roadmap and budget for technology investments.

Through quarterly technology business reviews, the vCIO assesses the organization's technology landscape, identifies areas for improvement, and proposes strategic recommendations. This data-driven approach guides decision-making and aligns technology initiatives with business goals.

The vCIO works closely with key stakeholders to understand the organization's business objectives and develops a strategic roadmap that outlines the necessary technology investments. By staying informed about the latest technology trends, the vCIO educates stakeholders on potential benefits and implications. In addition to strategic planning, the vCIO focuses on life cycle budgeting, ensuring that technology investments are planned and budgeted throughout their lifespan. They also evaluate emerging technologies and manage relationships with technology vendors.

What is an IT Roadmap?

An IT roadmap is a strategic plan that outlines an organization's technology initiatives and investments over a specific time frame. It is important to a business as it provides a clear direction for technology implementation, helps prioritize projects, and aligns technology with business goals, ultimately driving organizational success.

Below is an example of an IT Roadmap with unique recommendations and costs associated with them.
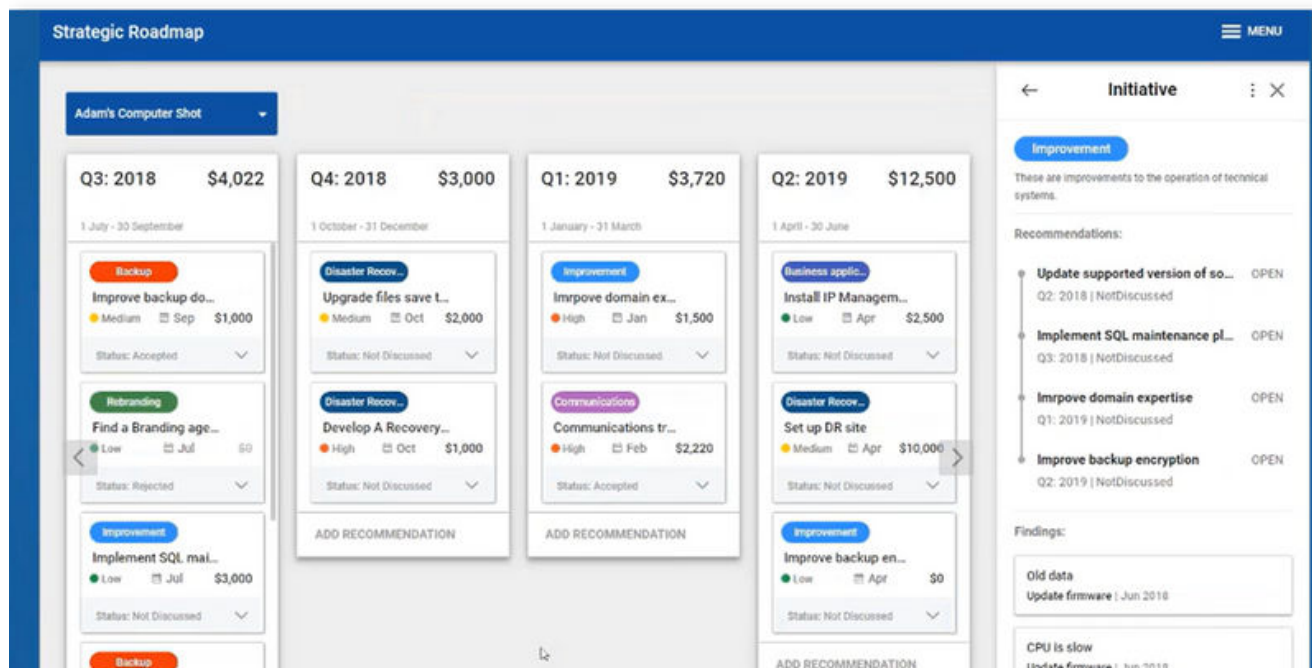
By outlining IT initiatives and their timelines, the roadmap assists in budgeting and cost optimization. It allows organizations to allocate resources efficiently, identify potential cost savings, and forecast expenses associated with technology projects.

Complete IT: Security First

Shartega IT believes that protecting your business should be a priority. We provide several state-of-the-art solutions from day one that can instantly secure your business, data, and people.

RocketCyber

RocketCyber is a managed security operations center (SOC) service that offers breach detection, threat hunting, event log monitoring, Office 365 threat detection, firewall monitoring, and more.

SentinelOne

One platform for superior visibility and enterprise-grade prevention, detection, and response across your attack surface, from endpoints and servers to mobile devices.

INFOSEC IQ

Infosec IQ provides personalized security awareness and anti-phishing training to engage every employee, keep education relevant and deliver training automatically to those who need it most.

SONICWALL

A unified endpoint security solution that provides advanced threat protection, continuous data protection, and seamless integration with SonicWall firewalls for enhanced network security.

GRAPHUS

Graphus supercharges your Microsoft 365 and Google Workspace email security with AI, stopping both known and zero-day email threats.

Acronis

Cloud backup, disaster recovery, AI-driven anti-malware, and endpoint management tools to safeguard data, applications, and systems across diverse environments.

*Storage cost not included

CONNECTSECURE

ConnectSecure detects vulnerabilities in end-user devices like laptops and desktops as well as in network infrastructure, including servers, virtual machines, routers, access points, firewalls, printers, and more.

LastPass

A password manager is a tool that does the work of creating, remembering, and filling in passwords. LastPass will store your username and password so every time you go back your credentials will be filled in automatically.

DARKWEB ID

Dark Web ID ensures the greatest amount of protection with 24/7/365 human and machine-powered monitoring of business and personal credentials, including domains, IP addresses and email addresses.

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Complete IT: Included Tools

Every IT department requires expensive and comprehensive tools to manage the daily requirements of their role. We include these unique tools with our Complete IT services allowing you to focus on what's important, your business.

CONNECTWISE

Innovative ticket portal, workflow & client notification system for complete visibility.

auvik

Network management software that simplifies and automates the monitoring, management, and troubleshooting of complex IT networks.

BrightGauge

Consolidates data from various sources, allowing us to monitor key performance indicators and generate customizable reports and dashboards.

ScalePad

Hardware and software asset management, enables us to make data-driven decisions for more efficient IT infrastructure lifecycle management and improved client experiences.

ITGlue
A Kaseya COMPANY

Documentation platform that enables us to create, store, and access centralized, structured information about our clients.

IT

Our ITSupportPanel app allows you to submit tickets without calling or emailing us.

SmileBack

Customer satisfaction rating system that allows you to give us feedback on a support request.

myITprocess

Assess client technology environments, identify gaps, and develop improvement strategies for increased efficiency and customer satisfaction.

INGRAM MICRO

Access to a vast portfolio of technology products and solutions, competitive pricing, exclusive partner programs, dedicated support, and training resources.

If you have any questions or would like to book a meeting with us:

Schedule a meeting to discuss your dealership's IT needs

Email us at **info@shartega.com**

Speak to our sales team at **(773) 305-3535**

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