Executive Overview

Netrio is a full-service IT managed service provider (MSP) and managed security service provider (MSSP) that's changing the way small to mid-market enterprises think about technology's role in driving innovation, efficiency and growth. We provide our customers with the skills, experience, tools, infrastructure and best practices to cost-effectively modernize their operations, capitalize on opportunity and thrive in today's digital marketplace, while lowering costs and improving operational efficiencies from their technology investments. Headquartered in McKinney Texas and with operations in McKinney, TX, Myrtle Beach, SC Minneapolis, Minnesota and Buffalo, New York, Netrio supports more than 1,000 customers and maintains 250 employees across North America."

Product & Service Offerings

- Managed IT Services
- Endpoint & End User Management
- Server Management
- Network Management
- Backup Management
- Microsoft 365 Management
- Google Workspace Management
- Asset Management and Logistics
- Business Continuity/Disaster Recovery
- Professional Services
- Cloud Platform Management
- Network & Security Assessments
- XDR, MDR, EDR
- Security Information Event Management (SIEM)
- Virtual CISO
- Manual Pen Testing
- Compliance as a Service
- Rapid Incident Response
- Cyber Defense Operations
- SOCaaS
- NOCaaS
- Connectivity
- Hardware & Software Procurement
- UCaaS
- CCaaS
- SIP Trunking
- Microsoft Teams Plus

Sales Engineer Take On Best Fit

Netrio is a managed services provider that helps simplify the complexities of managing IT, security, service help desk, one time professional services, etc... They launched their outsourced NOC (NOCaaS) in 2003 and now have 3 NOC and SOC centers operating 24/7 - 365. The ideal customer for Netrio would be SMBs with limited IT

resources, Healthcare, multi-location businesses, retail, and hospitality.

- Eric Cooke, Senior Sales Engineer Colo and Connectivity

Key Features & Differentiators

- **ABILITY TO ADAPT & OPERATE IN CLIENT'S ENVIRONMENT:** Proven experience understanding how to seamlessly support controls implemented to support specific frameworks.
- **VENDOR, EQUIPMENT & PLATFORM AGNOSTIC:** NETRIO will adapt to the client's environment & can work with virtually any vendor, hardware & platform by leveraging its capabilities of integrating workflows & applications.
- **PROVEN METHODS OF PROCUREMENT (MOPs):** NETRIO can help clients improve upon their operating procedures by either using its own MOPs or improving upon the clients.
- **WELL-DEFINED BUSINESS PROCESSES:** Over its 19 years, NETRIO has documented, perfected, and automated business processes that can be applied to virtually any outsourced scenario. Best practices based upon ITIL, NIST and other frameworks.
- **STAFF EXPERTISE & TENURE:** NETRIO's team of NOC techs have industry leading tenure & deep technical certifications.
- **ROBUST ON-BOARDING PROCESS:** With a dedicated team utilizing detailed project plans.

Top Industries Served

- Other

Ideal Customer Profile

- Multi-location/distributed enterprises
- Has undergone mergers & acquisitions; challenged with integration of IT organizations & standardization of business processes & automation
- Companies undergoing high rate of growth; funded by private equity
- Have a lack of documented IT business processes and/or does not have business process automation in place
- Seeking to outsource non-core areas of their business to accelerate focus on their core strategic areas
- IT organization that is understaffed, has talent gaps, or is challenged with the ability to recruit the right technical resources
- Desire to accelerate strategic initiatives such as digital transformation & customer experience programs
- Require assistance with governance, risk and compliance (NIST, CIS, HIPAA, PCI, FINRA, etc.)
- Needs help meeting requirements for cybersecurity insurance renewal

Qualifying & Technical Questions

- What has been your experience with outsourced Managed IT Services?
- What are your critical/strategic areas of focus for your IT organization this year? Do you have adequate staff in place to both advance the strategic initiatives while managing the day-to-day tasks?
- How well defined are your IT business processes & how many of them are automated?
- How has your business grown organically & through M&A? What's the growth outlook over the next 2 years?
- How is your team staffed? Do you have any talent gaps? Have you had challenges recruiting & retaining talent?