

Managed Desktop Solutions Discovery Document

1. What is driving your interest to discuss your IT needs?
2. Are you planning any new IT initiatives?
3. How many locations do you have?
4. What is your current switching infrastructure?
5. What initiatives do you have in place to upgrade your core infrastructure?
6. Are you planning on upgrading your network core to 10g?
7. Do you have a mobile workforce? If yes, do they use any bandwidth heavy applications?

8. Do you have any challenges are creating a secure, reliable wireless network? Do you have any coverage problems?

9. Do you have any switches in your network that are due to become EOL or EOS in the next year?

10. What are the top security concerns for your business? How are you addressing them now?
11. What secure information is stored on your network?
12. How many separate security and networking solutions do you have deployed?
13. What anti-virus do you use?
14. How much time and effort are you spending managing multiple network and security devices?
15. How do you restrict user access to applications?

16. Does your help desk run 24x7x365 today?
17. What types of servers do you have on your network? (Please list quantity and OS)
18. How many workstations do you have? (Please list quantity and OS)

19. Please list out all known software you are using:

20. Do you currently install software patches and updates?

21. What additional insight can you provide?
22. When would you like to see a quote regarding your needs?
23. When would you like to implement a new IT Solution / Partner?