Change is ~~hard.~~ easier than you think!

Transitioning your IT support to NOC Technology

Considering changing your IT support company? Despite the problems you're dealing with now, you may be thinking that it sounds like too much of a headache to make a big change.

This guide will walk you through the process of transitioning to NOC Technology, addressing common concerns and outlining the steps involved. Our goal is to make this transition as smooth and worry-free as possible for you.

Why Might You Need a Change?

Before we dive into the transition process, let's look at some signs that indicate it might be time for a change in your IT service:

- Frequent downtime or system outages
- Slow response times to requests
- Unanswered phones or emails
- Repetitive mistakes
- Data leaks
- Outdated software
- Patchwork fixes
- Hidden fees
- Lack of regulatory compliance and associated fines

If you're experiencing any of these issues, it is likely time to consider switching to a new IT service provider.

What Do You Need to Do as a Business Owner?

If you are blissfully unaware of the inner workings of your network, transitioning to a new IT service provider might seem daunting. You might be surprised to find that your role in the process is actually pretty straightforward! Here's all that you need to provide us in the process:

- The name of your current IT provider and a point of contact for them
- An introduction to your team: let them know about the change and encourage cooperation with us
- A list of software your business uses
- Access to buildings, if required

Beyond this, you can help support the transition by providing:

- Any documentation you may have
- A list of contacts at your company, including end users authorized to make requests, their phone numbers, email addresses, names, titles, and departments

What Can NOC Do for You?

We understand that you may not have all the technical details at your fingertips. Don't worry— NOC Technology can handle the following:

- Obtaining passwords and documentation from your previous provider
- Securing your data during the transition
- Managing the overlap in support coverage

Ensuring Data Security

We know that data security is a top priority. Here's how we ensure your data remains secure during the transition:

- We recommend keeping your old provider's backups in place for 30 days until our service is fully established
- Our team will implement robust security measures from day one

Support During Transition

Rest assured, you'll have full support during the entire transition process. Here's what you can expect:

- Overlap in backups (if you already have them) to ensure data continuity
- Same-day transition for endpoint protection, SaaS applications, and firewalls
- Full support from our team throughout the process

Removing Access

To ensure your old provider no longer has access to your systems, we will:

- Change all passwords
- Remove the old provider's systems
- Review and update firewall rules
- Disable other vendor accounts

Timeline for Transition

The duration of the transition depends on your business size and the complexity of your network. During the onboarding and discovery phase, we'll provide you with a custom timeline tailored to your specific needs.

Remember, we're here to make this transition as smooth as possible. If you have any questions or concerns at any point in the process, don't hesitate to reach out to our team. We're committed to ensuring your IT infrastructure is secure, efficient, and aligned with your business needs.

NOC TECHNOLOGY

We support **real people** with better IT.

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