

# FREQUENTLY ASKED QUESTIONS

## Q: What types of organizations does Focus Data Solutions work with?

**A:** Focus Data Solutions specializes in servicing 501(c)(3) and 501(c)(6) with a staff size ranging from 20 to 50, primarily headquartered in the Washington DC area. We also cater to law firms and other professional services companies. Approximately 30% of the organizations we support are nonprofit entities.

## Q: What is the onboarding process like if we choose Focus Data Solutions?

**A:** Our complimentary onboarding process is designed to be seamless and stress-free. Two to four weeks before your go-live date, our trained onboarding team evaluates your current IT setup and services. From day one of our partnership, you'll enjoy immediate benefits, including access to our responsive help desk support.

## Q: How does Focus Data Solutions collaborate with existing IT management at client organizations?

**A:** Focus Data Solutions routinely collaborates with larger organizations' existing IT management. Our Chief Information Officer (CIO) meets with the client's IT management team to ensure smooth progress in service and project delivery.

## Q: How does Focus Data Solutions ensure a good fit with our organization?

**A:** With over 20 years of experience and a responsive IT Solutions team, the company offers tailored solutions for the unique challenges faced by nonprofits, supported by a proven track record in managing partnerships within the sector. Comprehensive services, including network management and managed security, ensure that nonprofits can rely on Focus Data Solutions as a single provider for a range of IT needs.

## Q: Do you conduct Quarterly Partner Reviews (QPRs)?

**A:** Yes, *Solutions First* managed services emphasizes Quarterly Partner Reviews (QPR) for enhanced collaboration and transparency. During these sessions, client account managers provide comprehensive reports on IT strategy, discuss service matters, and address upcoming projects or equipment needs. A crucial aspect is a cyber security update, evaluating existing systems, effectiveness, and receiving recommendations for strengthened organizational protection.



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### **Q: What are Focus Data Solutions' overall strengths and differentiators?**

**A:** Focus Data Solutions is an award-winning, woman-owned, and veteran-owned managed service provider based in Alexandria, VA. Our intentionally small team of twenty full-time experts ensures personalized and dynamic IT management, strategy, and support. Rooted in trust, communication, and collaboration, our five-time Channel Futures MSP 501 recognition highlights our exceptional talent, growth, and leadership in managed services. Operating as a local business, 100% of our staff reside in the DMV area.

### **Q: Do you offer 24/7 support?**

**A:** Yes, Focus Data Solutions has a call center available 24/7/365, with on-call IT Solutions Specialists ready to address client needs promptly. It is included in Solutions First and comes at no additional cost.

### **Q: What type of training is provided during onboarding and ongoing?**

**A:** Our Client Services team guides new partners in understanding our help desk capabilities, including the types of issues to submit tickets for and the methods of contacting our staff. This personalized assistance ensures a seamless experience with our support services during the onboarding process. Additional training options, such as lunch-and-learns and seminars, are available as accessory services to further enhance your team's skills and knowledge throughout our ongoing partnership.

### **Q: What Characterizes a Successful Relationship with Focus Data Solutions?**

**A:** Successful IT relations depends on open communication, seamless collaboration, and a foundation of trust. Recognizing that challenges may arise, Focus Data Solutions actively fosters a culture of transparency, maintains regular check-ins, and provides dedicated support channels. Our commitment to collaboration ensures any issues are promptly addressed, reinforcing a resilient and successful long-term partnership.

### **Q: Besides core services, what additional offerings do you provide?**

**A:** Focus Data Solutions offers a diverse range of assessments, including complete network assessments, IT budget analysis, security review, IT team evaluation, and process assessments. Our additional services encompass office relocation assistance, SharePoint migrations, procurement services, workstation burn-ins, security awareness training, and zero-trust application whitelisting, to name a few.

