

InitialAssist

“Investing in our relationship by proving CB5’s value”

what is it?

InitialAssist is a program where CB5 Solutions offers a one-time consulting service free of charge.

why we do it

We know that finding the *right* technology partner is often more challenging than the technology itself. CB5 Solutions provides the InitialAssist offering as an opportunity for you to experience our unparalleled level of quality services. We are confident that through this engagement CB5 will prove its value, earning your trust and respect. We’re so sure you’ll feel the same way that we are willing to provide this at no cost to you!

what we offer

CB5 offers its considerable resources and expertise to assist in quickly and accurately solving the challenge facing your organization right now! Our engineers have architected, implemented, and supported Microsoft and supporting technologies for a wide variety of organizations including some of the largest and most complex establishments in the world. CB5 shares this expertise with you to help tackle your challenge head-on.

Throughout the process, CB5’s expert engineers will provide knowledge transfer, detailed

assessments, and action plans. Each engagement will be accompanied by an Executive Summary Report and may include a root cause analysis document and/or a technical debrief.

how it works

CB5 Solutions provides the InitialAssist offering in three tiers. For each tier, CB5 commits to provide up to a fixed number of hours in support of the pre-defined scope. CB5 provides this service at no charge but we do request a small commitment of your time in return so that we may continue to improve our services. For more details, please see the table below.

The tiers and commitments are detailed in the following chart.

CB5’s Commitment	Your Commitment		
	Performance Survey	Satisfaction Survey	Case Study
Tier I – 5 hours	✓		
Tier II – 15 hours	✓	✓	
Tier III – 40 hours	✓	✓	✓

what’s next?

To get more details on InitialAssist or to request an engagement, please contact us as at InitialAssist@cbfive.com.

Check our blogs to see if we’ve already posted what you may be looking for: <http://cbfive.com/blog>.