New User Set-Up and Off-Boarding Services

splice™

Support Solutions
Simplified.

NEW USER SET-UP SERVICES

The critical assets of every business are its employees. It's hard enough to recruit, hire, train and develop these people into your company organization and culture for maximum success. Splice can help you coordinate the HR functions and deadlines with the required IT resources to have the employees ready to work on day one.

Splice's New User Set-Up service empowers your HR or office managers to seamlessly coordinate new hire equipment and resources for set up and delivery so they are ready for use when your employees are ready to work.

SERVICES INCLUDE:

o   Laptop / Desktop / Tablet Order Management

o   Remove Manufacturer's Bloatware

o   Install and Setup user Applications

o   Email and Software Setup

o   Setup user in Active Directory per Roles and Permission Levels

o   Join Machine to Domain

o   Map and Setup Network Printers and Scanners to New Device

o   Setup VPN / Terminal Servers (or both) and test user Connection

o   Asset Tagging of Devices

o   Map Network Drives Based on Region / User Level

o   Deliver Completed Device to Company Location

o   Customized Processes to Meet Internal Requirements

★ **New devices can be delivered within 5 business days of request**

★ **Expedited delivery for urgent needs also available**

★ **Onsite technicians can be scheduled for special or difficult set up projects**

★ **Customized billing options for multiple locations or subsidiary business units**

If clients are utilizing Splice's IT Help Desk service, our technicians will set up the devices to be able to receive immediate and on-going services from our Help Desk service team.
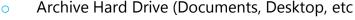
New User Set-Up and Off-Boarding Services

splice ™

Support Solutions
Simplified.

Our services also help our clients manage a quick and efficient off-boarding process when employees resign or are terminated from your company

EMPLOYEE OFF-BOARDING SERVICE:

UPON REQUEST, our OFF-BOARDING team CAN COMPLETE the FOLLOWING TASKS:

- o Archive Hard Drive (Documents, Desktop, etc
- o Archive Personal Home/User Drive
- o Export and archive email PST file
- o Store archived files in Network Archive
- o Change password in AD
- o Change password in Office 365/Exchange
- o Remove user from all security and Distribution groups
- o Disable VPN access in "Dial-In" Tab
- o Disable Terminal Server Access
- o Remove manager from "Organization" Tab
- o Hide mailbox from address list in Office 365
- o Remove Scan Drive folder
- o Disable user in all company software licenses
- o Retrieve Software Keys from terminated system
- o Remove from all email Distribution Group
- o Make Hard Drive Available to Supervisor
- o Make Personal Network Drive Available to supervisor
- o Devices Disposition and delivery

★ **Expedited service for urgent needs are available**

★ **Onsite technicians can be scheduled for special or difficult off boarding projects**

★ **Customized billing options for multiple locations or subsidiary business units**