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From **Chaos** to **Control**

The IT Transformation Blueprint for 2026

Stop Managing IT Problems

Start Leading With Technology

EXECUTIVE BRIEFING WEBINAR

Tuesday, April 14, 11:00 AM

Meet Your Presenters



Ben Glass

Founder & CEO



- > Founded Bespoke Technology Group in 2015 to provide advanced IT capabilities and high-touch client experience.
- > Works with SMBs across legal, financial services, healthcare, and manufacturing.
- > Helps organizations transform IT from a recurring frustration into a strategic asset.



Alex Brown

BCDR Specialist



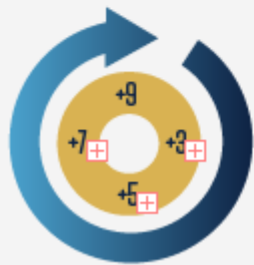
- > Technology professional focused on cybersecurity and data protection within the MSP ecosystem.
- > Architects business continuity solutions built on Datto technology for MSP-partners.
- > Committed to advancing practical cybersecurity strategies in an increasingly complex threat landscape.

UNMATCHED CUSTOMER SATISFACTION



FOUNDED
2016
DENVER

9+ Years of Excellent Service



+9
+7
+5
+3

98% 

Customer Satisfaction Rate (CSAT)

96% 

Customer Retention Rate

6+ Years 

Average Customer Tenure

TOP TIER EXPERTISE

8+ Average Employee Tenure
YEARS

90% of Staff Level 2+



>1 Response Times Less Than 1 Hour
HOUR



2026 Managed Service Provider 500



2023 Best of Colorado Business Choice Award



2025 Managed Service Provider 500



Channel Partners. **MSP501** 2025 WINNER

Next Generation 2025 WINNER

Most Businesses Are One IT Crisis Away From Failure

The Reality

Reactive IT management leads to constant firefighting instead of strategic growth.

The Cost

Lost productivity, security vulnerabilities, unpredictable costs, and operational disruptions.

The Risk

A single breach can cost hundreds of thousands in recovery, legal fees, regulatory fines, and reputational damage.

The Opportunity

Strategic IT transformation can reduce operational costs by 15-25% while improving security and enabling growth.

\$200K - \$2M+

Average cost of a
single security
breach for an SMB

Is your IT holding you back or driving you forward?

The IT Landscape Is Creating Unprecedented Challenges



IT Chaos

Fragmented systems, ignoring AI, reactive problem-solving, and constant firefighting that drains leadership bandwidth.



Security & Compliance

Increasing regulatory requirements (NIST, HIPAA, FINRA, ABA) creating significant risk exposure for SMBs.



Budget Uncertainty

Unpredictable IT costs and unclear ROI on technology investments making financial planning difficult.



IT Talent Gaps

Difficulty finding, affording, and retaining qualified internal IT staff to manage complex modern environments.

These pressures compound: **Chaos** leads to **Security Gaps**, which drives **Compliance Risk**, increasing overall **Costs**.

Strategic IT Transformation Rests on Three Foundational Pillars



PILLAR 1

Assess & Align

- ✓ Understand your current IT environment and where hidden risks exist
- ✓ Align technology strategy with your specific business goals



PILLAR 2

Secure, Comply & Protect

- ✓ Implement a multi-layered security framework (NIST, HIPAA, FINRA, ABA)
- ✓ Protect against ransomware, data breaches, and compliance violations



PILLAR 3

Optimize, Grow & Measure ROI

- ✓ Improve operational efficiency and significantly reduce costs
- ✓ Enable new revenue streams through strategic digital transformation

Pillar 1: Assess and Align



Infrastructure & Performance

- ✓ Hardware lifecycle and performance metrics
- ✓ Network architecture and bandwidth optimization
- ✓ Cloud readiness and migration opportunities



Security & Compliance

- ✓ Vulnerability scanning and penetration testing
- ✓ Security policy and incident response review
- ✓ Access controls and identity management evaluation



Vendor & Cost Analysis

- ✓ Software license utilization and optimization
- ✓ Identification of redundant or overlapping services
- ✓ Contract terms and vendor performance review



Business Alignment

- ✓ Technology impact on operational workflow bottlenecks
- ✓ Scalability assessment for future growth plans
- ✓ End-user experience and productivity impact

Why Assessment is Critical: Uncovering Hidden Risks

Common Hidden Risks

Security Vulnerabilities

- Unmanaged Endpoints & Weak Access: Devices lacking monitoring and shared passwords creating unauthorized access points.
- Unencrypted Data & No Backup: Sensitive information exposed without tested disaster recovery capabilities.
- Compliance Gaps & Legacy Tech: Unmet regulatory requirements and outdated systems creating security holes.

Operational & Business Risks

- System Downtime & Inefficiency: Lack of proactive maintenance leading to unexpected outages and lost productivity.
- Scalability Issues: Infrastructure unable to support business growth or seasonal demand spikes.
- Poor Data Integration: Siloed systems preventing informed decision-making and operational visibility.

The Cost of Inaction

Immediate Financial Impact

- Security Breach: \$200K - \$2M+ per incident
- Lost Productivity (Downtime): \$50K - \$500K+ annually
- Compliance Violations: \$10K - \$1M+ per violation
- Inefficient Operations: \$25K - \$250K+ annually

Compounding Risks

- Each unaddressed risk increases the probability and impact of future security incidents.
- Operational inefficiencies compound over time, eroding competitive advantage and customer trust.

Hidden Opportunity Cost

- Missed revenue opportunities due to inability to scale operations or innovate products.

Shifting the Paradigm: From Cost Center to Strategic Asset



The Old Way: Reactive IT

- ✗ Break/fix model: wait for things to break, then rush to fix them.
- ✗ Viewed as a necessary expense and a black hole for budget.
- ✗ Security treated as an afterthought or an add-on product.
- ✗ Compliance risks ignored until an audit or a breach occurs.



The Bespoke Way: Proactive IT

- ✓ Continuous monitoring and maintenance to prevent issues.
- ✓ Viewed as a strategic growth enabler and competitive advantage.
- ✓ Security integrated by design into every system and process.
- ✓ Continuous compliance management and verifiable reporting.

Pillar 2: Secure, Comply & Protect



Comprehensive Security Strategy: Moving beyond basic antivirus to a multi-layered defense approach.



Compliance Management: Ensuring adherence to industry standards (NIST, HIPAA, FINRA) to mitigate legal and financial risks.



Business Continuity: Implementing robust data protection and disaster recovery plans (BCDR) to ensure operations can continue under any circumstances.

Compliance Frameworks for Your Industry

Navigate Compliance Complexity Without Breaking the Budget

Industry-Specific Frameworks:

Legal Services: ABA compliance, client confidentiality, secure data handling

Financial Services: FINRA regulations, data security standards, audit requirements

Healthcare: HIPAA compliance, patient data protection, breach notification requirements

Manufacturing: Data security for production systems, supply chain protection

Professional Services: Client data protection, confidentiality agreements, secure communications



Key Principle:

- Compliance isn't one-size-fits-all
- Solutions must be tailored to industry-specific requirements
- Proactive compliance prevents costly violations and reputational damage

The Bespoke Approach:

- Deep industry expertise in compliance requirements
- Solutions designed specifically for your industry
- Ongoing monitoring to maintain compliance as regulations evolve

You Can't Protect What You Don't Measure. You Can't Grow What You Don't Control.

The Reality

- Most SMBs lack a clear IT strategy aligned with business goals
- This misalignment leaves organizations vulnerable to security threats
- Technology investments are made reactively instead of strategically

The Cost

- Misaligned technology creates operational friction
- Missed growth opportunities and unidentified security gaps
- Wasted IT spending on solutions that don't address real business needs








The Solution: IT Maturity Assessment

- ✓ Comprehensive evaluation of your current IT environment
- ✓ Identification of gaps between current state and business requirements
- ✓ Clear roadmap for strategic alignment and risk mitigation

Understand where you are to know where you're going

Make Data-Driven Decisions About Technology Investments

Key ROI Metrics:

-  **Operational Efficiency:** Reduction in IT downtime, faster issue resolution, improved productivity
-  **Cost Savings:** Reduced operational costs, optimized IT spending, eliminated waste
-  **Revenue Impact:** New revenue streams enabled, improved customer satisfaction, faster time-to-market
-  **Risk Reduction:** Fewer security incidents, reduced compliance violations, lower insurance costs
-  **Employee Satisfaction:** Reduced frustration with technology, improved work experience

How to Calculate ROI:

- Identify baseline metrics before IT transformation
- Measure outcomes after implementation
- Compare costs of transformation to benefits realized
- Track ongoing improvements over time

The Bespoke Approach:

- Establish clear metrics aligned with business goals
- Measure progress regularly
- Adjust strategy based on results
- Demonstrate value to leadership

Example Metrics Dashboard

85%



Operational Efficiency

\$1.2M



Cost Savings

\$3.4M



Revenue Impact

72%



Risk Reduction

93%



Employee Satisfaction

Pillar 3: Strategic IT Optimization Drives Immediate Cost Savings



Automate Workflows

Eliminate manual processes and reduce errors.



Consolidate Licenses

Eliminate overlapping and unused software subscriptions.



Migrate to Cloud

Replace expensive on-premise hardware with scalable solutions.



Proactive Monitoring





Prevent costly downtime and system failures before they occur.

Real-World Impact




A Denver law firm eliminated production downtime by deploying continuous monitoring and rapid response systems, protecting revenue that was previously lost by the minute.

Control Looks Like This: How a Denver Law Firm Eliminated IT Downtime





Challenge:

-  67-employee operation where technology downtime equals lost billable hours measured by the minute
-  Email system failures prevented attorneys from accessing critical case files and client communications
-  Network outages disrupted document management and discovery processes, delaying case work
-  Reactive support was insufficient for a firm of this scale with strict compliance requirements

Transformation:

-  Assessed technology environment against the firm's operational goals and ABA compliance requirements
-  Implemented enterprise-grade security without adding friction to fast-paced legal operations
-  Deployed continuous monitoring of critical systems, including case management and email

Results:

-  System downtime eliminated through proactive monitoring, protecting valuable billable hours
-  Attorneys gained secure mobile access to case files, enabling efficient work from anywhere
-  Technical issues resolved in minutes instead of hours, keeping case work on track
-  Leadership gained confidence that IT would never derail client commitments or case deadlines



"In a law firm, when our email goes down or the case management system fails, we are losing billable hours and potentially missing client deadlines. What has changed is that we rarely have those disruptions anymore. Having IT support that understands that our technology needs to work as reliably as our legal obligations has been a game changer."

— Managing Partner, Denver Law Firm

Digital Transformation Unlocks New Revenue and Business Opportunities



Launch Portals & Apps

Enhance customer experience and retention



Equip Field Teams

Provide secure mobile access to increase productivity and job capacity



Use BI Dashboards

Identify new market opportunities with data-driven insights



Create Digital Products

Develop new services based on existing data and expertise

ROI Metrics to Track

Cost Savings

Reduced operational expenses and optimized IT spending.

Revenue Impact

New revenue streams and improved customer satisfaction.

Risk Reduction

Fewer security incidents and compliance violations.

Operational Efficiency

Reduced downtime and faster issue resolution.

IT AS A COST

When it's working, technology is invisible.
Too often, that's not the case...



Our focus: To support a company's technology investments to maximize results.

IT AS AN INVESTMENT



Most Businesses Fail at IT Transformation Because They Skip These Critical Steps

⚠ The Missing Steps:

- ✓ Implementing technology solutions without first assessing current environment and aligning with business goals
- ✓ Treating IT transformation as a technology project instead of a business transformation
- ✓ Focusing on features instead of business outcomes
- ✓ Failing to involve business leadership in strategy development

📌 Why It Matters:

- ✓ Misaligned technology creates waste and frustration
- ✓ Solutions don't address real business problems
- ✓ ROI is difficult to measure or demonstrate
- ✓ Adoption and change management fail

✓ The Right Approach:

1. **Start with Assessment:** Understand current state and business goals
2. **Define Strategy:** Align technology with business objectives
3. **Implement Solutions:** Choose solutions that support strategy
4. **Measure Results:** Track progress against business metrics
5. **Iterate:** Adjust based on results and changing business needs

Wrong Approach

- ⊗ Skipping environment assessment
- ⊗ Technology focus only
- ⊗ Ignoring business leadership
- ⊗ Feature-driven goals

The Takeaway

IT transformation is a business journey, not a technology project
Success requires alignment, measurement, and continuous improvement

Your IT Transformation Roadmap

A Practical Blueprint You Can Implement Immediately

1

Phase 1: Assess (Weeks 1-4)

- Conduct IT Maturity Assessment
- Identify security gaps and compliance risks
- Evaluate current technology investments
- Align findings with business goals

2

Phase 2: Plan (Weeks 5-8)

- Develop strategic roadmap
- Prioritize initiatives based on business impact and risk
- Define success metrics and ROI targets
- Build implementation timeline

3

Phase 3: Implement (Weeks 9-24)

- Deploy security solutions and infrastructure improvements
- Migrate to cloud-based systems where appropriate
- Implement monitoring and management tools
- Conduct staff training and change management

4

Phase 4: Optimize (Ongoing: 6 months – 3 years)

- Monitor performance against metrics
- Continuously improve processes and security
- Adjust strategy based on business changes
- Prepare for emerging threats and technologies

Timeline: 6-12 months for complete transformation, with quick wins in first 90 days

Start Your Transformation With Immediate, Measurable Results

Quick Wins: What You Can Achieve in 90 Days

Security Enhancements (30 days)

- ✓ Implement multi-factor authentication across critical systems
- ✓ Deploy endpoint protection on all devices
- ✓ Establish secure backup and recovery capability
- ✓ Conduct security awareness training

Operational Improvements (60 days)

- ✓ Implement IT monitoring and alerting
- ✓ Streamline IT support processes
- ✓ Document IT environment and procedures
- ✓ Optimize network and infrastructure

Strategic Foundation (90 days)

- ✓ Complete IT Maturity Assessment
- ✓ Develop strategic IT roadmap
- ✓ Establish IT governance and decision-making processes
- ✓ Begin compliance remediation

Expected Outcomes

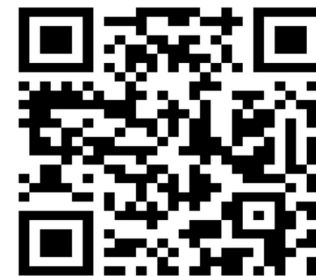
- ✓ Reduced security incidents and vulnerabilities
- ✓ Improved IT responsiveness and support quality
- ✓ Better visibility into IT environment

Take Control of Your Technology

Schedule Your Complimentary IT Transformation Consultation

Book a 30-minute consultative meeting with Bespoke Technology Group CEO & Founder, Ben Glass

- ✓ Identify security gaps and vulnerabilities
- ✓ Align IT strategy with your business goals
- ✓ Discover opportunities for measurable ROI
- ✓ Get a practical blueprint for transformation



Scan to Schedule

bespoketechgroup.com/contact

What You'll Get:

Industry-Specific Insights: Compliance requirements and best practices for your industry

Personalized Assessment: Evaluation of your current IT environment and security posture

Roadmap Development: Strategic IT plan aligned with your business goals

ROI Projection: Estimated cost savings and business benefits from transformation

Action Plan: Immediate next steps and quick wins you can implement

Who Should Attend:

- Business owners and C-suite executives
- IT decision-makers and managers
- Anyone responsible for technology strategy or security

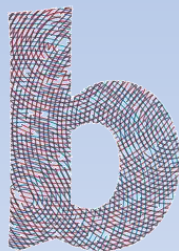


Time Investment: 30 minutes



Cost: Complimentary

Q & A



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TECHNOLOGY GROUP

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From Chaos to Control

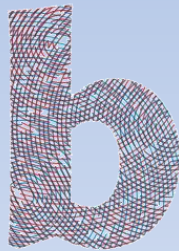
- ✓ IT should not be a source of stress; it should be a strategic asset.
- ✓ The shift from reactive to proactive IT is the blueprint for 2026.
- ✓ Partner with experts who understand your business, not just your technology.



"Technology shouldn't be a source of stress. It should be the thing that helps your business grow."

— Ben Glass, CEO Founder, Bespoke Technology Group

Thank you



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