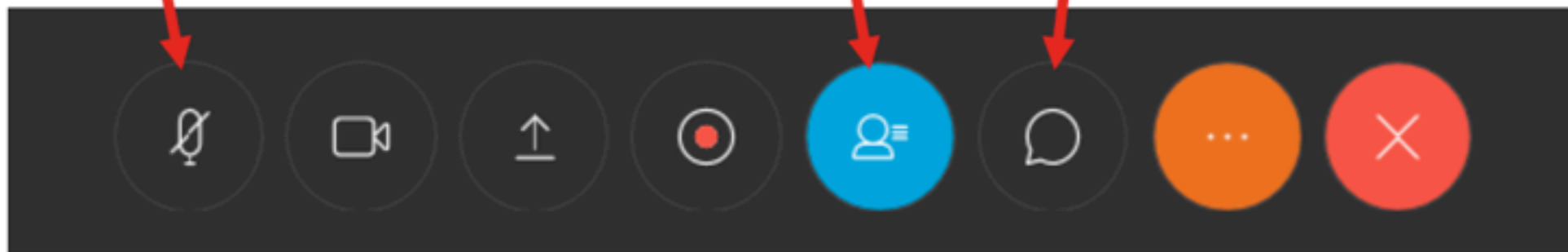# Please use WebEx Panels to Participate

You can show panels using the buttons along the bottom of the screen (You may have to mouse over them)

Please mute when you aren't speaking

RAISE HAND by clicking the hand next to your name in the Participants List. Click it again to put your hand down.

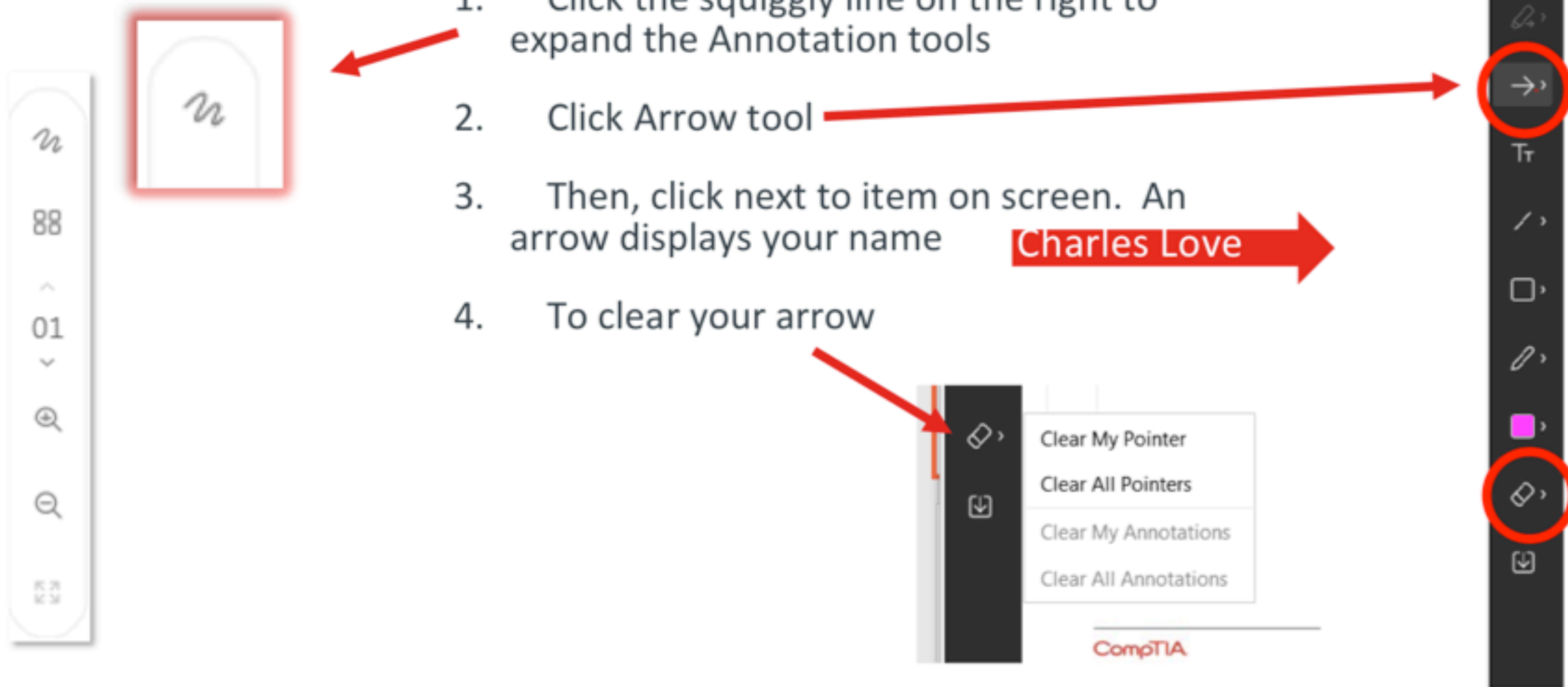Type messages to Host, All Participants or an individual attendee using Chat. Type text, select name or group from list and click Send.

Audio control

Participants list

Chat

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Using Annotation tools

1. Click the squiggly line on the right to expand the Annotation tools

2. Click Arrow tool

3. Then, click next to item on screen. An arrow displays your name

   Charles Love

4. To clear your arrow

Clear My Pointer

Clear All Pointers

Clear My Annotations

Clear All Annotations

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Click Arrow tool (left)
Then, click next to location on screen
An arrow displays your name

Where in North America are you?
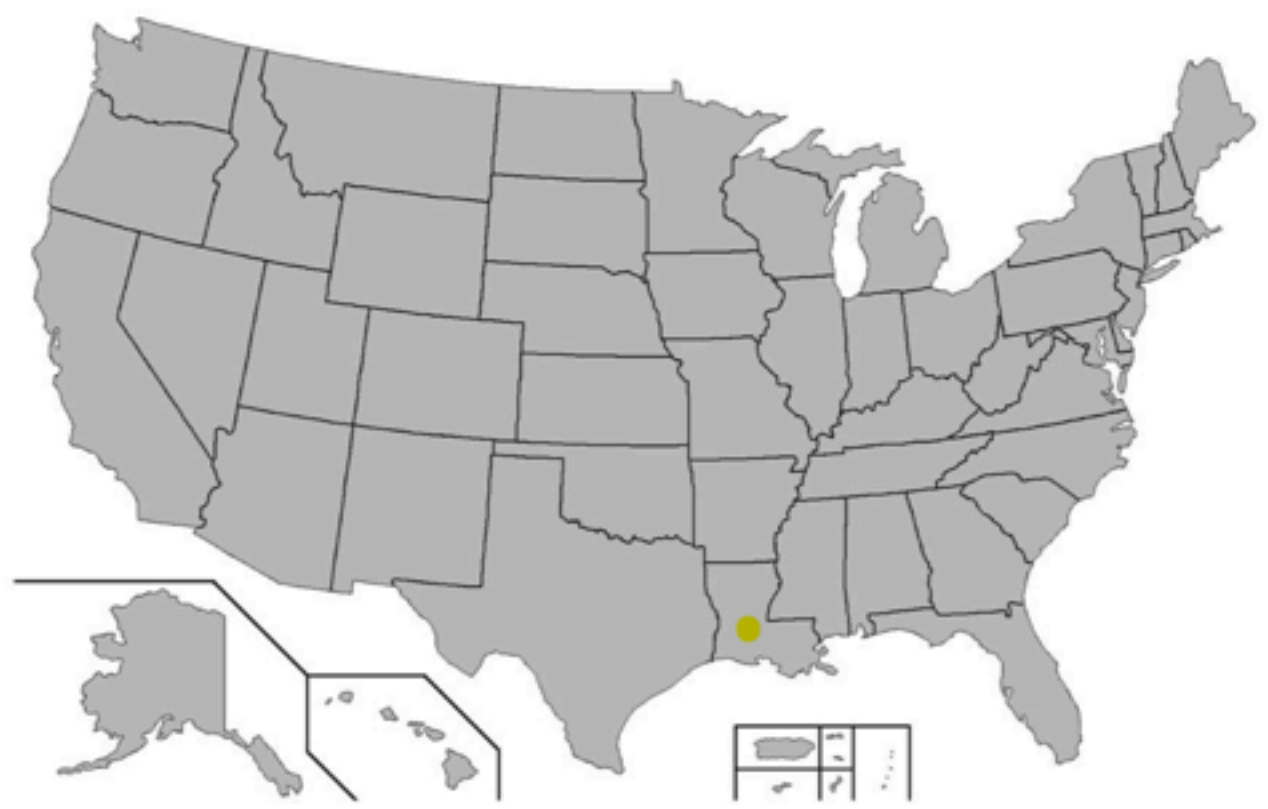
Do we have anyone with us today who is NOT in North America?
Europe?   Asia?   South America?   Africa?   Australia?

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http://www.comptia.org/antitrust

CompTIA has a policy of strict compliance with federal and state antitrust laws. The antitrust laws prohibit competitors from engaging in actions that could result in an unreasonable restraint of trade. Consequently, you agree to avoid discussing certain topics in participating at any CompTIA events or activities, including, without limitation, any discussions relating to prices, fees, rates, profit margins, or other terms or conditions of sale (including allowances, credit terms, and warranties); allocation of markets or customers or division of territories; or refusals to deal with or boycotts of suppliers, customers or other third parties, or topics that may lead participants not to deal with a particular supplier, customer or third party.

Purpose of <u>Communities</u>:

Grow our Businesses & Contribute to the Industry

- Your Role:
  - Teach and learn from peers
  - Participate and contribute
  - Shape the future of the industry

- Benefit to You:
  - Networking
  - Education
  - Making a difference

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CompTIA Communities provides a forum for anyone who is passionate about the IT industry, the channel and specific segments within technology.

Join us to help develop best practices, create education programs and drive information technology industry standards for cloud or managed services. We invite you to share your expertise with other leaders and be on the cutting edge of our industry. As a member of our communities, you'll also be able to access training and certifications opportunities.

Join today and do your part to improve the industry!

CompTIA

Communities & Councils Forum

March 11-13, 2019 | Chicago Marriott Downtown

REGISTER NOW

SAVE
THE
DATE

CHANNELCON 2019
AUGUST 5-7, 2019
BELLAGIO HOTEL
LAS VEGAS

LETS GET STARTED

How to Get What You Pay For...

- This is very much an interactive presentation. Josh, Charles and Lisa are not here to tell you how to audit your vendor agreements or how to keep tabs on invoices.

- We are here to moderate the discussion. We will be calling on audience members to speak up!

How to Get What You Pay For...

- We will work on a takeaway document that will be posted on the Managed Services Community Website located at https://www.comptia.org/communities/managed-services

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Audience Check!

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Click Arrow tool (left)
Then, click next to location on screen
An arrow displays your name

What do you call your business?

Solution Provider

Vendor

Distributor

Cloud Provider

What is your role in the company?

President/CEO

Business Development/Sales

Service Desk/Technician

Operations

Marketing

I do everything

- *Automatic Payments*
- *ACH Transfers*
- *Auto Credit Card Debits*
- *Paper Invoices*
- *Others...*

Who looks at and approves the Monthly Bills?

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How often do you review the bills and invoices that you get from a vendor?

No One Does – Auto Pay = ok

Monthly

Quarterly

Yearly

When I remember

Not my role

I want to share something ☺

- *Tracking Sheet*
- *3rd party Software*
- *From Memory*
- *ESP*
- *Others...*

How do you know if you were invoiced?

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How do you TRACK if you were NOT invoiced?

We do not track that

Accounting Tracks it

I really should track that

From Memory

.... I have no idea

Not My Role

I want to share something ☺

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- *Evergreen Agreements*
- *Month to Month*
- *Year to Year*
- *1 year + Month to Month*
- *And Others...*

For those agreements you have, do they renew?

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Click Arrow tool (left)
Then, click next to location on screen
An arrow displays your name

How do you TRACK Agreement renewals?

I don't!

Accounting Tracks it

I really should track that

From Memory

.... I have no idea

Not My Role

I want to share something ☺

- *Partnership Level*
- *Better Pricing Tier?*
- *NFR Use?*
- *RFP Funds?*
- *Sales & Tech Training*
- *Benefits?*
- *More...*

What are you entitled to? What 'level' are you at?

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How do you 'check your benefits'?

I chat with my Vendor monthly

I Probably Should

I really should track that

I check it Yearly

When I remember

Not my role

I want to share something ☺

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Next Steps

- Premier Membership, sign up today
  - Promo Code *SPVMS*

- Attend CompTIA CCF March 11-13 in Chicago!
  - Register at comptia.org/ccf

- Subscribe to Breaking Barriers Podcast series

- Ways to Get Involved:
  - Join the Community
  - Content and Social Media
  - Initiatives

THANK-YOU!

CompTIA Managed Services COMMUNITY

Breaking Barriers
with the Managed Services Community
Podcast Series

For more information contact:

Questions?

thanks

Charles Love
Executive Council Chair
clove@showtechsolutions.com
t @charlesjlove

Josh Smith
Executive Council Vice Chair
joshua.smith@sophos.com
t @joshuamsmith

Lisa Person
CompTIA Community Director
lperson@comptia.org
t @LisaPerson_

THANK YOU!

We will work on a takeaway document that will be posted on the Managed Services Community Website located at
https://www.comptia.org/communities/managed-services

Be sure to tweet us using #CompTIAChat19