



TECHNOLOGY SUPPORT MADE SIMPLE





# What Defines IT System Support?



## Critical Thinkers

Having the ability to triage systems and prioritize not only on a technical level, but also from a relationship perspective; an innate ability to find the solution, and fix the root cause.



## Knowledgeable Technicians

An understanding of systems and how they function and work together. The flexibility to provide support when needed to keep businesses functioning.



## Timely Solutions

Efficiency and effectiveness of support provided is the ability to pinpoint causes, and execute solutions that best impact the business.

# The Industry

- \$5,600 per minute, is the average cost of downtime to a business
  - More than 60% of small businesses lack in the in-house skills to monitor its best IT practices
  - 70% of small businesses note that poor customer experiences drive the switch to other service providers
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# The Gap

The industry lacks a support model that allows for full coverage, while also being cost-conscious. In most cases, businesses require support staff that is available around the clock; which comes at a premium.

Most businesses are directly impacted by:

- paying for services that are not needed (additional overhead)
- struggling with long response times to tickets
- constant system downtime
- recurring technical issues, or lacking the proper IT infrastructure



# Our Mission

We are an innovative, full service IT support and infrastructure design firm with over 25 years of industry experience.

D2 neXt provides next generation IT innovations with support solutions that are modern and efficient, saving our clients' time and money. We cater to businesses across the globe, to provide the best in quality service, prompt turn around times, and top echelon performance from all of our dedicated staff members.





# Why We Are Different

- ✓ Relationships first , technology neXt. We help your staff to focus on the business at hand.
- ✓ We save you money. Smart and economizing solutions due to our technical expertise and business acumen of the industry.
- ✓ Live and local help desk support, with a specialized IT skill set. We work hard behind the scenes (24/7); so you don't have to.
- ✓ Proactive Network Monitoring. We provide monitoring technologies to ensure peace of mind from security breaches.



# Market Positioning

Offering small and medium sized businesses managed IT services at a competitive price, that allows your business to stay up and running

	D2 neXt	Other MSPs	Internal Hires
BILLED IN 15 MIN INCREMENTS	✓	<i>normally 30 min billing</i>	<i>full-time or part-time</i>
PERSONALIZED TRAINING FOR STAFF	✓		
24/7 COMMUNICATION	✓	<i>at a premium</i>	
CERTIFIED ENGINEERS W/ BROAD KNOWLEDGE BASE	✓	<i>at a premium</i>	✓

# 8,342+

## PROBLEMS SOLVED AND COUNTING

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We offer just in time support, industry leading SLA's, and customized service to meet your tech needs.

We are ready to assist with just a few clicks! We can be accessed for remote support via email, phone and video chat as needed by our clients.

Engineers are also available on-site full time, for weekly visits and/or as needed by the client.

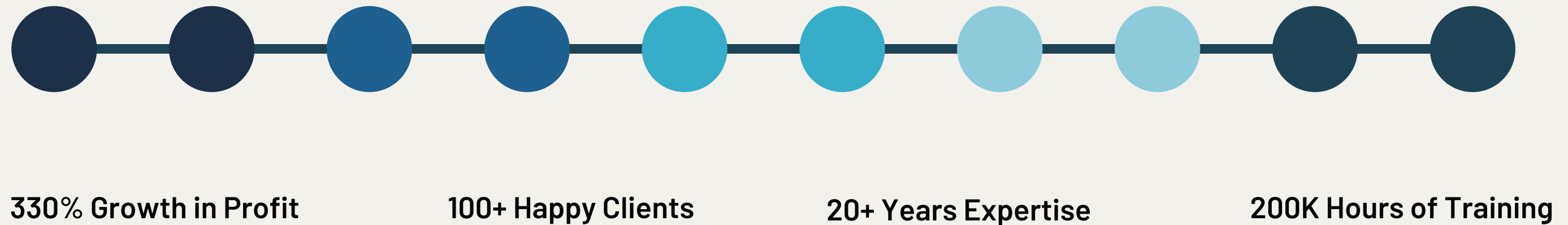




# How We Close the Loop



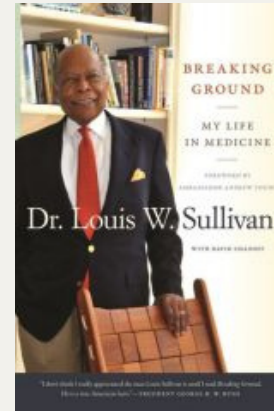
# Where We Stand After 5 Years



With our continued expansion, we witnessed 86.36% growth YoY, and expect there will be a 125% growth over the next twelve months. D2 neXt has seen an average increase of 330% over the last six years; hitting the \$1M mark in total revenue since the start of business in year 5.



# A few of our clients we have helped to modernize



"This company is very professional and excellent in remote capabilities. I recommend this company in the highest regard. Great quality employees!" - Gayle McDaniel

"Great support to my accounting firm, they have become family and are fast to respond!" - Daniel Hodge

# Meet the Founder

The most certain way to succeed, is  
always to try just one more time.



**Duan L. Dempsey**

President/CEO

Owner of D2 neXt , a technology support firm in Los Angeles, CA, Duan L. Dempsey brings his 20+ years of business acumen to help build organizations. He has demonstrated success with private corporations, individuals, contractors, and subcontractors in establishing business startups, system integration, development, and implementation projects to capitalize on cutting-edge technologies.

D2 neXt works closely with its clientele to build and enhance services that help everyday people accomplish everyday things via multiple channels, including technology, web design, business strategy, education, home design services and more.

He has earned a reputation as a dedicated professional and volunteer:  
“Every day that I wake up, I live to make an impact in someone’s life.”



*Your team is counting on you to choose the right IT Support Provider.  
Go with one that has: a proven track record, who is attentive and strategic,  
with one hundred satisfied customers and counting, and customized support  
to satisfy our client's every need.*



# Thank You

Let's discuss how we can help you transform your business  
[info@d2next.com](mailto:info@d2next.com)