

Get the Most Out of Your Business Review



Periodic Business Reviews with Your Technical Advisor at Exigent



Why Business Reviews Matter

PBRs are designed to do more than review tickets — they're about strengthening your technology strategy and maximizing ROI.

- Evaluate Performance: Review key metrics, track goal progress, and clarify service expectations.
- Ensure Strategic Alignment: Align IT priorities with business goals, upcoming projects, and challenges.
- Address Issues Transparently: Talk through pain points to strengthen outcomes and resolve roadblocks early.
- Gain Tactical Insights: Stay informed on emerging trends, upcoming tech changes, and strategic opportunities.



Our Shared Goal: A Stronger Partnership

We understand you're busy. But making time to pause and realign is often the difference between simply working together and building a true, strategic partnership.

Your PBR is your opportunity to:

- Proactively shape your IT strategy
- Maximize the ROI of your MSP relationship
- Ensure you're always moving forward — securely, efficiently, and strategically

What to Think About Before Your PBR

Help us help you! Consider these questions ahead of your next meeting:

Performance & Metrics

- How have we progressed since the last review?
- Are key KPIs (like support ticket volume or resolution times) meeting expectations?

Service Delivery & Support

- Any incidents or recurring issues we should discuss?
- Are there ways to streamline communication or support workflows?

Security & Compliance

- What more can we do to safeguard your systems and data?
- Are there any upcoming compliance changes we need to plan for?

Cost Management

- Can we review the IT budget and look for cost-saving opportunities?
- Are there large investments ahead (e.g., aging hardware replacements)?

Roadmap & Future Plans

- What's coming up for your business?
- Are there tech upgrades or strategic projects to prioritize?