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HOW PRAGNOSTIC WORKS

We plan the work. Specialist firms do it. We stay accountable to you.

WHY INDEPENDENT

We don't sell a product, and we aren't tied to one MSP, security firm or carrier. **We don't build, install or manage technology ourselves.** Our job is to find the right firm for each piece of work, negotiate the terms, and hold that firm to the plan. We source through national distributor partners, which gives us access to 100+ suppliers.

THE PROCESS: SIX STEPS, UNDER OUR FOUR STAGES

01 DISCOVERY

Discovery
A conversation about your business, your vendors, your deadlines and your goals. No forms, no RFP.

02 PLAN

Plan
A prioritized plan across your whole stack: what to do now, what can wait, and which kind of specialist firm each piece needs.

03 SPECIALIST MATCH

Shortlist and vet
We put two or three firms in front of you for each piece, and check scope, references and fit before you meet them.

Negotiate
We negotiate on your behalf, including breach-notice, service-level and exit terms where they matter. Options, not mandates.

04 ADVISOR AND ESCALATION POINT

Hand-off and kickoff
You sign with the firm you choose. We brief them on the plan and join the kickoff, so nothing gets lost between scoping and delivery.

Escalation point
The specialist firm delivers and supports. If something goes wrong with a vendor, you call us. We review each contract before it renews.

WHAT YOU GET

Options, not mandates
You choose every firm. We explain the tradeoffs.

A modular stack
Each layer comes from the firm best suited to it, so you can swap one without disrupting the rest.

One advisor across every vendor
One accountable advisor who knows the whole plan, and who to call when something slips.

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WHO DOES WHAT

AREA	PRAGNOSTIC	SPECIALIST FIRM	YOU
Scoping and plan	Leads it	Advises on technical options	Sets goals, budget and timeline; makes the decisions
Vendor selection	Shortlists, vets and negotiates	Proposes scope and terms	Chooses the firm and signs the contract
Delivery: install, configure, migrate, monitor, test	Does not deliver	Delivers under its own contract	Provides access and approvals
Compliance program and DDQ evidence	Brings in the compliance consultant	Writes, tests and documents	Your CCO owns the program
Day-to-day support	Escalation point	Helpdesk and support under its SLA	Raises issues
Renewals	Reviews each contract before it renews	Proposes renewal terms	Approves or changes vendors

WAYS TO WORK WITH US

Start with the piece of work in front of you, or keep us on as your standing technology advisor. Renewal reviews are part of ongoing advisory.

Advisory engagement

A defined piece of planning, such as a technology plan for a launch, a move or a new office.

Projects

One-time work such as running an RFP or a vendor selection.

Ongoing advisory (retainer)

A standing technology advisor in the fractional-CIO style, covering vendor oversight, escalations and renewal reviews.

WHO WE WORK WITH

We work with growing firms of every kind. Our specialty is hedge funds, private equity, RIAs, family offices, emerging managers and law firms. Also: accounting and professional services, healthcare practices, real estate and property, and multi-location businesses. **Miami · New York · Connecticut · Nationwide**

Request a consultation

Tell us what's coming up. We'll tell you where you stand and which specialist firms fit. No commitment.

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