

**You are likely spending too much with too many service organizations on technology!**

**OVER-SPENDING**

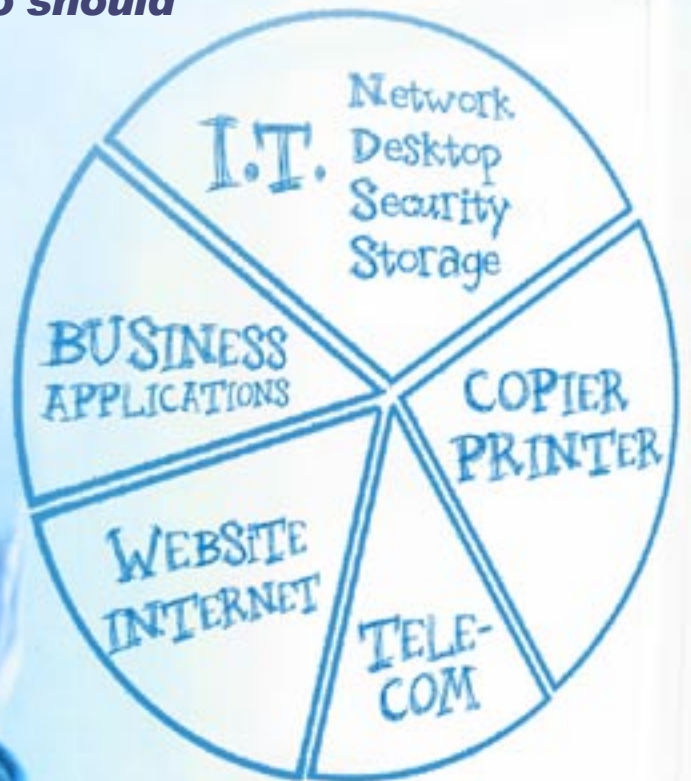
**the average business spends \$360 per user per month on technology**

**UNDER-UTILIZATION**

**unfortunately only 15% of this investment in technology is actually utilized**

**Technology is converging, and so should your suppliers...**

**There is a NEW WAY!**



**WE NEED A SINGLE SOURCE PROVIDER!!**

**Security Threats  
and Viruses**

**Downtime,  
Data Loss**

**SPAM**

***There are numerous issues and concerns that keep business owners (you!) up at night. Technology shouldn't be one of them!***

***We are your single-source provider for ALL your technology needs!***

Our **Connected Office** Technology-as-a-Service™ program is designed specifically for small and medium-sized businesses to provide a **single-source solution** to deliver and proactively **manage ALL your technology** while **reducing spending** and **increasing utilization**. We view technology as being a key enabler for business in three main areas:

### ***Operations***

***provides the ability to execute and automate daily tasks in a highly efficient manner***

### ***Communications***

***communicate current information about your business to customers and prospects***

### ***Management***

***leverage technology to better manage the key areas of your business***

### ***Our Business Approach***

Our goal is to change your technology investment and utilization experience by moving beyond technology operations to focus on your business productivity in the 5 main areas of technology you invest in:

- IT - network, desktops, security, storage
- Business applications
- Telecommunications
- Copier/printer
- Website/Internet

### ***Our unique approach to connecting your office results in:***

- No longer buying technology "in a vacuum".
- Ensuring your technology investments are improving your business.
- Consuming IT in a pay-as-you-need model.
- Never over-investing in under-utilized technology, again.

### **Our Services**

Connected Office focuses on all aspects of your technology needs – as simple as desktop and network operations to as comprehensive as centralized utility IT services:

**1-866-My-Utility Live Helpdesk - support users with secure remote access to network and desktops for on-demand service and training.**

**Remote Monitoring and Management - network, desktop | laptop, security and data-back-up 24x7.**

**Security & Protection - ongoing anti-virus and patch management service. Comprehensive security management concentrated in three areas of exploitation - perimeter, remote access and end-users.**

**Online Backup and Storage - remote backup of servers, desktops and laptops for business continuity and disaster recovery.**

**Asset & Lifecycle Management - tracking of all hardware and software assets, including updates, usage and compliance.**

**Communications Services - Hosted Exchange with advanced email and anti-spam; Hosted Voice-over-IP; Web content management.**

**Business Management - Fully integrated, Hosted Customer Relationship Management (CRM) and accounting system.**

**Hardware/Software - full range of hardware and software to meet your network, desktop and security requirements with both on-premise and virtual options.**

**Onsite Service - network/security assessment, emergency support, onsite maintenance, end-user training.**

**Utility Meter Reading - business-technology assessment to quickly determine what you are spending on technology and how you are utilizing your investment.**



Our menu of services is designed to be easily understood by our customers and to provide the flexibility to fit their specific business requirements and budget. Our three program levels include:

**Classic** - “à la carte” proactive service offering priced monthly by service element.

**Managed** - user-based, fixed fee service and support with “à la carte” software & hardware.

**Utility** - user-based, fixed fee for hardware, software and service.

**“Our mission is to ensure that our customers only invest in the technology they require to operate, communicate and manage their business effectively.**

**Our vision is to transform technology into what it should be – a utility.”**

 **Mark Scott**  
**President**

CONNECTED OFFICE™ 3.0	CLASSIC	MANAGED	UTILITY
<b>1-866-MY-UTILITY (698-8454) HELPDESK</b>			
End-user support - Level 1 desktop	User	✓	✓
Back office support - Level 2 network	User	✓	✓
Secure remote access	User	✓	✓
Self-help, ticketing, online training		✓	✓
<b>NETWORK OPERATIONS</b>			
Network monitoring - server, firewall, internet	User	✓	✓
Business application monitoring	User	✓	✓
Security & protection	Device	✓	✓
Secure remote access	Device	✓	✓
Online backup & storage	Usage	✓	✓
Voice-over-IP service monitoring	Device	○	○
Multi-function printer monitoring	Device	○	○
Comprehensive security management	Device	○	○
Service level reporting		✓	✓
<b>DESKTOP/LAPTOP OPERATIONS</b>			
Asset & lifecycle management	User	✓	✓
Security & protection	User	✓	✓
Online backup & storage	User	✓	✓
<b>COMMUNICATIONS</b>			
Email & collaboration - Hosted Exchange	User		○
Corporate intranet - Hosted Sharepoint	User		○
Unified communications - Hosted VoIP	User		○
Web content management	Usage		○
<b>BUSINESS MANAGEMENT</b>			
Customer relationship management	User		○
Accounting & reporting	User		○
<b>HARDWARE / SOFTWARE</b>			
Desktop / laptop	User		✓
Network - servers, firewall, infrastructure	Device		✓
Peripherals - printer	Device		✓
Virtualization			✓
<b>ONSITE SERVICE - UTILITY SERVICE PROVIDER</b>			
Emergency support	Hour	✓	✓
Network / security assessment	Hour	✓	✓
Network administration (MACs)	Hour	✓	✓
Design, planning & implementation	Hour	✓	✓
<b>MONTHLY SERVICE FEES</b>	<b>À LA CARTE</b>	<b>FIXED FEE PER USER</b>	

✓ = Included ○ = Optional