

technology

network | desktop | security

communications

email | web | voice

business applications

vertical | accounting | CRM

***Virtual IT service and support is
now a reality for your business!***

- Tailored industry-specific solution
- Service delivered 95% remote and 100% proactive
- Costs 50-60% of a traditional technology model!

There is A NEW WAY!

Is your business reliant on your technology, communications and business applications? Is your data secure?

Our Connected Office virtual IT service program is designed specifically for small and medium-sized businesses to provide a single point of contact to deliver and manage your technology, communications and vertical line of business applications -

95% Remote; 100% Proactive.



Our Services

Connected Office focuses on all aspects of your technology needs - as simple as desktop and network operations to as comprehensive as virtual IT and supporting your vertical business software:

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

Communications Services - Virtual Exchange with advanced email and anti-spam; Managed Voice-over-IP; Mobile Integration - Blackberry®, iPhone™ and Microsoft® devices.

Business Applications - Vertical line of business application expertise through our Utility Certified Vendor Program; accounting and customer relationship management.

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

There's no doubt that the traditional "pay and pray" technology model is inefficient and frustrating for most businesses – the more complex your technology, the more problems you have, the more IT costs you!

1 Traditional approaches to your business' technology needs require **constant** attention in all areas of use.

hardware	operating systems	database	communications	applications	personnel
license	license	license	license	license	hire
maintain	maintain	maintain	maintain	backup	manage
patch	patch	tune	tune	upgrade	motivate
replace	replace	upgrade	upgrade	migrate	keep busy

2 Subscribing to a virtual technology approach lets you **concentrate on your work**, not maintenance.

hardware	operating systems	database	communications	applications	personnel
license	license	license	license	license	hire
maintain	maintain	maintain	maintain	backup	manage
patch	patch	tune	tune	upgrade	motivate
replace	replace	upgrade	upgrade	migrate	keep busy

subscribe

3 Freedom! One point of contact for all your technology service, support and future planning.

hardware + operating systems + database + communications + applications + personnel (support)
<input checked="" type="checkbox"/> subscribe

Your Service Options

Similar to other trusted business professionals, like your accountant or lawyer, our focus is delivering only the service you need to achieve your business objectives. We believe technology (done right!) is a key enabler for your business.

As a result, your service options are tailored to fit your specific business needs:

- **Connected Office Network** – comprehensive network management package that includes 24x7 remote monitoring and management of your critical network infrastructure.
- **Connected Office Managed** – end-to-end proactive technology support of your network, desktops, security and data back-up including our 1-866-My-Utility end-user helpdesk.
- **Connected Office Virtual** – our virtual server, virtual desktop and virtual Exchange services provide your business utility-like technology with guaranteed uptime and quality of service.

Our vertical Connected Office programs extend your service coverage to include proactive support for your industry-specific line of business application.

The Utility Company is one of the only MSPAlliance-Accredited Master MSPs (Managed Service Providers) in North America.

As a Connected Office customer this means your technology and your data are entrusted to Accredited Technology Professionals.



Menu of Services

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.

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

CONNECTED OFFICE® 4.0	CLASSIC	MANAGED	VIRTUAL
1-866-MY-UTILITY (698-8454) HELPDESK			
End-user support - Level 1 desktop	User	✓	✓
Back office support - Level 2 network	User	✓	✓
Secure remote access	User	✓	✓
Self-help, ticketing, online training		✓	✓
NETWORK OPERATIONS			
Network monitoring - server, firewall, internet	User	✓	
Business application monitoring	User	✓	
Security & protection	Device	✓	
Secure remote access	Device	✓	
Online backup, storage & disaster recovery	Usage	✓	
Multi-function printer monitoring	Device	✓	
Comprehensive security management	Device	✓	
DESKTOP/LAPTOP OPERATIONS			
Asset & lifecycle management	User	✓	
Security & protection	User	✓	
Online backup & storage	User	✓	
COMMUNICATIONS			
Email & collaboration - Microsoft Exchange®	User	✓	✓
Mobile Integration - Blackberry, iPhone, Microsoft	User	✓	✓
Unified communications - Voice-over-IP	User	✓	
BUSINESS APPLICATIONS - UTILITY CERTIFIED VENDOR			
Accounting /customer relationship management	User	✓	✓
Vertical line of business application	User	✓	✓
HARDWARE SOFTWARE**			
Virtual server	Device		✓
Virtual desktop	Device		✓
ONSITE SERVICE - UTILITY SERVICE PROVIDER			
Emergency support	Hour	✓	✓
Network / security assessment	Hour	✓	✓
Network administration (MACs)	Hour	✓	✓
Design, planning & implementation	Hour	✓	✓
MONTHLY SERVICE FEES	À LA CARTE	FIXED FEE PER USER	

✓ = Available Service ** On-premise hardware/software is also available