

*We are experienced IT Professionals with a broad range of IT Knowledge. We develop relationships with small and medium sized businesses to help service and manage the daunting tasks of information technology.*

*Small and medium sized businesses have enough challenges as it is. Accedence is here to alleviate the stress associated with IT so you can stay focused on your business while we focus on your IT.*

*Our Managed IT service plans offer predictable fixed monthly costs while providing full or partial support of your IT requirements. We also offer traditional IT Services on an as needed basis, Hosting Services, Website Services and our Partner Services is the perfect compliment to be your complete technology resource partner.*

*Why Choose Accedence:*

- Dedicated IT Consultant
- Data Storage and Security Specialists
- Proactive Management
- Single Source IT Provider
- Proven Methodologies
- Detailed Monthly Reporting
- Specialize in Small and Medium Size Businesses
- Strong Technology Partnership

## *Managed IT Services*

- Secure Plan
- Progressive Plan
- Freedom Plan
- Infinite Plan

## *IT Services*

- Project Management
- Network Design and Implementation
- Network Relocation
- Technical Support Services
- IT Consulting

## *Hosting Services*

- Website Hosting
- Email Hosting
- Reseller Hosting
- Domain Registration and Management

## *Website Services*

- Website Design
- Website Development
- Website Renovation

## *Partner Services*

- Data Services
- Product Services
- Telecom Services

For years, IT companies and their clients have been working against each other. Something breaks, the IT company comes out to fix it, followed by a big bill. Before now, the only time an IT company made money was when things went wrong, and the extra downtime to the client made the situation even worse.

Using a flat-fee monthly approach to billing, our incentive is to keep your network running smoothly. The better we do our job, the less you'll see of us, and the more you'll get out of your network. We offer 4 simple plans to accommodate the needs of our clients. Finally, you can stop paying for downtime.


Computer networks in businesses today are becoming increasingly complex. Business owners face the challenge of managing computer networks with limited resources. Multiple servers, remote office connectivity, electronic mail systems, network printing are all required to be competitive in today's business. Managing these systems is an increasingly difficult challenge. As a result, small and medium sized businesses face problems such as:

- No long term technology strategy
- Inability to recover critical business information from failed servers
- Lack of clear network and systems documentation
- Security controls not in place to protect intellectual property
- A reactive approach to network and computer support problems
- Reduced return on expenditures

We understand that small and medium sized businesses may not have the budget or requirement to keep full time IT personnel on staff to solve these business problems – our flat fee monthly approach fully compensates for these situations. Accedence Managed IT Services will give you the benefit of a dedicated IT Consultant for the term of your agreement—this will ensure familiarity with your network and the ability to respond quickly to changes or problems.

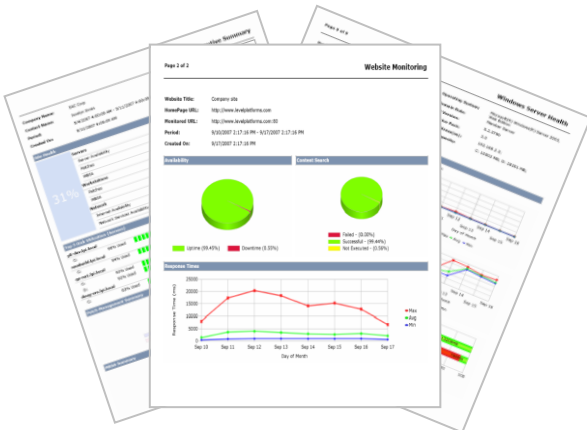
Our goal is to *proactively* manage your IT Infrastructure, provide IT advisory, while being cost effective and providing the highest level of customer service. No more multi-level support technicians, no more additional time and effort you will have to put into resolving an IT issue. Your dedicated IT consultant will be involved with every process no matter how general or in depth the task is.

### SERVICE PLANS

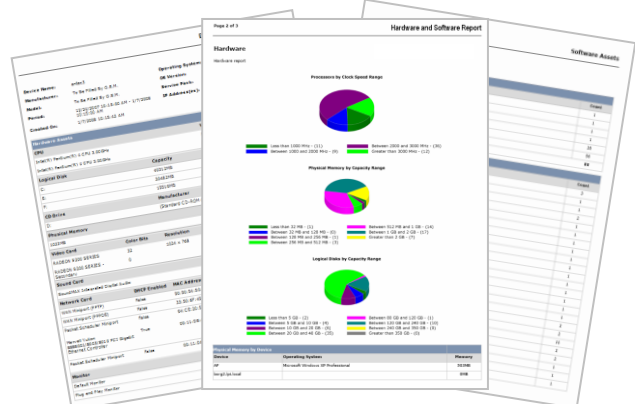
-  **Secure Plan**  
Our basic plan to secure your network infrastructure and to start Managed IT Services.
-  **Progressive Plan**  
Remote and on-site support for your servers, routers and switches and securing your network infrastructure.
-  **Freedom Plan**  
End to end remote and on-site support and end to end security of your network infrastructure.
-  **Infinite Plan**  
Let us handle your IT while you focus on your business. Our EVERYTHING IT plan.

## Examples of our Monthly Reports Included in your Service Plans

### Exec Summary, Site Performance, Website Availability



### Site Hardware Summary, Device Attributes, Software Asset Inventory



IT Services includes a full spectrum of IT Resources to serve organizations that prefer to handle IT requests on a per incident basis.

Our IT Services include most of the support you would receive on our Managed IT Services plans, but instead are billed on an as needed basis.

- Project Management
- Network Design and Implementation
- Network Relocation
- Technical Support Services
- IT Consulting

### How Does It Work?

When an IT request arises in your organization, you can contact our Technical Support Services via email, web form, our online system or by phone to place a request. A ticket for the request will be generated and a dedicated IT Consultant will assess the request and determine how it should be handled.

If the request is for Project Management, Network Design and Implementation, Network Relocation, or IT Consulting a discussion will follow to detail the scope of the project. If the request is for Technical Support Services, the dedicated IT Consultant will assess the request and attempt to resolve it remotely.

In the event that the request cannot be resolved remotely, then the IT Consultant will schedule an on-site appointment with you.

Once the request is resolved and completed to your satisfaction, the ticket is closed.

### **Web Site Hosting:**

Web Hosting plans for small and medium sized businesses to enterprise business levels. Features include a large amount of web space, 250MB to multi-GB email accounts, ability to send 50MB attachments, webmail, spam filtering, abusive network filtering, virus scanning, 24x7 support and a dedicated Web Consultant.

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Email Hosting plans for small and medium sized to enterprise business levels. Features include 250MB to multi-GB email accounts, ability to send 50MB attachments, webmail, spam filtering, abusive network filtering, virus scanning, 24x7 support and a dedicated Web Consultant.

### **Reseller Hosting:**

Reseller Hosting plans include all features that comes with a web hosting plan and all value added application services with the ability to host multiple domains.

### **Domain Registration and Management Services:**

Domains registered with us are also managed by us. Management of your domain(s) keeps them consolidated, records are up-to-date, and we mitigate the loss of domain name through pro-active domain monitoring.

## Web Site Services

Accedence is a full-service web design and development firm. We specialize in creating highly interactive, visitor-focused web experiences. Our clients are companies that are trying to leverage the web to complement and extend their existing business processes.

Our solutions are always driven by our clients' needs. We work closely with our clients to understand their company, their internal business processes, and the visitor experience they are trying to provide. Increasingly, web sites are becoming a company's primary point of contact with customers. This point of contact needs to be more than a "brand experience." A company's web site needs to serve its current and future customers.

Accedence works with its clients to strategize around their desired visitor experience, design the look, feel and interaction of the site, and then develop the site into a working part of a company's business practice.

- HTML, JavaScript, DHTML, CSS, Photoshop, Illustrator, Dreamweaver, Flash
- Dynamic Sites (PHP, ASP, .NET)
- Database Development (mySQL, MS-SQL)
- Clean User-Friendly Design
- Content Management Systems
- PayPal Shopping carts
- Logo Design



Accedence has partnered with Industry Leaders in order to completely serve our customers needs. Our Partner Services Program allows us to offer an array of services along with volume discounts.

We value our customers and we consider ourselves as your technology resource partner. As your partner, we continue to develop strong relationships and re-evaluate each relationship on an annual basis with technology vendors and service providers.

These relationships translate to special incentives and discounts that are provided to us and in turn we pass the savings on to you.

### **Product Services:**

We do not sell hardware or software. This provides us the ability to provide your organization with an unbiased opinion about technology products in order for your organization to make the best purchase decision. We provide this value added service to your business so you can save time and money.

Product Services consists of four processes. Research, Configuration, Purchase and Provisioning.

- **Research**

. We research based on your organization's business requirements and ensure cost effectiveness. We then take our discovery back to you for feedback prior to moving forward to our next product service phase.

- **Configuration**

Once the research phase is complete, we prepare for purchase. Hardware or software often require configurations prior to purchase. Our IT consultants ensure the configurations are correct and compatible, saving your organization time and money from incorrect configurations and incompatibility issues.

- **Purchase**

Once configuration is complete, we extend our line of credit and make the purchase of the products on your behalf. Having us purchase on your behalf provides many benefits as we perform vendor negotiations so you get the best pricing and longer net terms so your organizations can make a purchase now and pay later.

- **Provisioning**

Once the purchase is complete, we track your products through delivery. If any issues arise along the way, we take care of the issues saving your organization time from dealing with unanticipated issues. If your organization utilizes our Managed IT Services, we provide asset tag and inventory of your purchases.

### Telecommunication Provisioning

We have partnered with many top Tier-1 telecommunication companies to bring your organization the best options in voice and internet services. Our telecommunication provisioning consists of auditing, planning, transition, and managing.

#### - Auditing

Before considering switching to a new telecommunication provider, we perform an audit of your existing telecommunication services. If one of our partners offers a better price and service we will recommend a change.

#### - Planning

We work with you and the telecom provider you selected to plan the best way to implement your new telecommunication line without significantly impacting your business operations. We review your telecom environment to ensure that the transition will be smooth.

#### - Transition

During the transition phase, we make ourselves available at every instance, verifying that each installation process is completed and performed correctly. Once the transition is complete, we test and monitor the connectivity prior to cancelling your existing telecommunication line.

#### - Managing

Once your new line is operational, as a Managed IT Services client, we help you manage the telecommunication line. If it requires support, we will work with the telecommunication vendor directly so you can focus on your business, while keeping you up-to-date with the status of the issue until a resolution is completed.

### Data Recovery

There are many causes of data loss. Viruses, natural disasters, accidental deletion, system crashes, corruption, or hardware failure are a few examples. Rest assured that we are here to help you when you require any data recovery services.

Our capabilities include:

- Laptop Hard Drives
- Desktop Hard Drives
- Server Hard Drives
- RAID Hard Drives
- Operating System Recovery
- Tape Recovery
- Email Recovery
- File Recovery
- Digital Photo Recovery
- Mobile Device Recovery
- Encrypted Data Recovery
- Database Recovery

### Remote Data Backup

Remote data backup is an affordable, secure solution for organizations with laptop users or businesses that require their data to be off-site.

Features of remote data backup include:

- Open/locked file support
- Backs up SQL, Exchange and file servers
- Backs up all Windows versions
- 128-bit SSL encryption
- 448-bit Blowfish encryption
- Automatic or schedule backup
- Continuous data protection
- Block level incremental backups
- Bandwidth throttles
- Version support
- Public private encryption key options