

IT in a Box

A complete IT solution for city governments.

New City Website

Modern fresh design. We manage the content. Accept online payments.

- > Your **city website** on your **city domain** providing pages for city hall, public safety, parks and recreation, news, events, and more.
- > Accept **online payments** to reduce cost and provide convenience.
- > Post city council agendas, **meeting minutes**, and videos.
- > Site **search**.
- > **Save time**. Submit your website updates to us and we will post them for you.

Data Backup and Offsite Storage

Unlimited offsite data backup storage for disaster recovery. Realtime monitoring. Quarterly testing.

- > Onsite data storage for **quick recovery**. **Hourly backups** for many recovery points.
- > **Unlimited offsite data backup storage**. Maintain all versions of your files and documents.
- > The data remains **protected** with encryption while onsite, in transit, and offsite.
- > Ongoing realtime **monitoring** & quarterly **testing** to ensure data is safe & recoverable.

Document Management

Protect city records. Apply record retention schedules.

- > Protect your city documents from **fire, flooding, tornadoes**, and other disasters.
- > **Scan** your paper files. Free up file cabinets and floor space.
- > Apply the **state's record retention schedules** to keep archives up-to-date.
- > **Search** for documents based on their content as well as data fields.

Email

Separate personal and city business. Share calendars. Includes Microsoft Office Professional Plus.

- > Hosted **email** on your **city domain**. Includes email **archiving**.
- > **Shared calendars** and contacts with 50GB **mailbox storage** per user.
- > **Office Professional Plus** for your desktop providing the latest versions of Outlook, Word, Excel, PowerPoint, Access, InfoPath, Publisher, and OneNote.

Open Records Requests

Be prepared for FOIA and Open Records Requests. We will help the clerk process them.

Vendor Management

No more frustrating calls with vendors. We got it.

- > Issues with your software? **Call us for support**. We will work with the vendor directly to resolve the issue instead of you losing hours and days on the phone.
- > Need a new computer? **Call us for procurement**. We will work with well known vendors to get government pricing with no markup.

Who guarantees
IT services
based on your
expectations?

WE DO!

Our *GUARANTEE*

- > **Love I.T.** We don't meet your expectation, cancel the service!
- > **Easy out.** 30 days notice!
- > **Flat monthly fee.** No hourly charges. Predictable!
- > **No upfront project fees.** Onboarding, equipment, and setup included!
- > **Flexible.** Increase or decrease subscription monthly!
- > **Proven.** Tailored for cities.

Helpdesk

24x7. We are always there when you need help.

- > **U.S.-based** IT Helpdesk. All staff undergo criminal background checks and drug screening.
- > **24x7x365.** Support in the office, working from home, and on the road.
- > Experienced senior engineers to address any IT issue remotely ASAP. **No trip charges** for scheduled onsite support visits.
- > We have years of experience supporting **municipal staff** and **municipal applications**.

Certified

Experienced certified senior engineers. We are GCIC certified.

Server, Desktop, & Mobile Management

Guard against Cyber risks. Keep your computers patched, protected, and healthy.

- > **Always-on** 24x7x365 monitoring & alerting.
- > Antivirus, Antispam, and Content Filtering licenses for **safe** internet browsing & email.
- > Support for mobile **phones** and **tablets**.
- > Windows **Updates** and Patch Management. Performance and **Health** monitoring.
- > Secure remote access when **teleworking**.
- > Asset Management.