



## ***Deliver True Member Benefits with Managed IT Services!***

Join forces with one of the leading national managed service providers to offer your members **A NEW WAY** to deliver and support their technology...

### ***Members “Benefit” from Managed Services & Virtual IT***

A partnership with The Utility Company provides your members with **Better Service**, at **Less Cost**, that’s **More Secure**. Help them evolve from the traditional break/fix model into the 21st century seamlessly with our Connected Office service portfolio delivered **95% Remote - 100% Proactive**. Our services are available on both a fixed fee and usage basis, providing your members with the ultimate flexibility.

### ***Associations in Knowledge-based Industries***

Today, most of your members are reliant on technology and the security of data. Managed services and virtual IT is one of the fastest growing areas of technology. Forward-thinking national and regional associations are increasingly looking at the importance of technology, coupled with the new service model, results in managed services being a competitive advantage for its members.

***There is A NEW WAY!***



## Connected Office - Features & Benefits

Connected Office focuses on all aspects of your members technology needs – as simple as desktop and network operations to as comprehensive as information security management and supporting vertical line of business software and includes:

**1-866-My-Utility Live Helpdesk** - support users with secure remote access to network, desktops and Smartphones for on-demand service, support and training. Per Minute helpdesk option for pay-as-you-need support – [www.1866MyUtility.com](http://www.1866MyUtility.com).

**Remote Monitoring and Management** - network, desktop / laptop, security & 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.

**Automated Desktop Maintenance** – ongoing (daily/weekly) removal of temporary files and file system clutter, emptying of the recycle bin and proactive repairs to any system problems (Windows system restore) ensures all corporate desktops are operating and peak efficiency.

**Online Backup and Storage** - remote backup of servers, desktops and laptops for peace of mind.

**Backup and Disaster Recovery** – comprehensive program to replicate your data and infrastructure offsite for business continuity.

**Asset and Lifecycle Management** - tracking of all hardware and software assets, including updates, usage and license 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, Exchange and desktop options.

**Onsite Service** – leverage our franchise network for onsite service and support and business-technology consulting.

## Affinity Program Benefits

Our Affinity Program provides national and regional industry associations in the US and Canada with the tools to educate its members on managed services and virtual IT. Affinity Program key features include:

**Exclusive Member Benefits** - a partnership with one of the leading national managed service providers with members receiving a specialized programs and discounts.

**Industry-specific Solutions** for knowledge-based verticals, that are reliant on technology and the security of data. Example of co-branded services developed for the Canadian Bar Association:

- **Remote technology support on-demand** – [www.1866MyUtility.com/cba](http://www.1866MyUtility.com/cba)
- **Managed IT service program** – [www.theutilitycompany.com/cba](http://www.theutilitycompany.com/cba)

**Comprehensive Marketing** – integrated initial and top-of-mind awareness campaigns supported by digital, print and event marketing.

**Education** – ongoing education through Utility 360 webinars and participation in various association online and live events.

**Service Coverage** – Connected Office services are delivered 95% remote and 100% proactive; supported by franchise network across North America.

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 & your data are entrusted to Accredited Technology Professionals.

