



**Connected
Office  Managed**

Manage ALL YOUR IT for ONE FLAT FEE!

If your business is reliant on technology and the security of your data than the old model of acquiring IT and calling a technician when it breaks is outdated – the more complex your technology, the more problems you have, the more IT costs you. Trouble is 90% of today's businesses are still serviced in the break/fix model!

What does Connected Office Managed package mean to your business?

Put simply, it means IT headaches are a thing of the past. Less succinctly, it means you've partnered with a trusted business technology advisor whose success is tied to your uptime. We don't get paid more the more we come see you. In fact, for a fixed monthly fee you know all your technology concerns, from security to data, from desktops and servers to 'line of business' applications are all 'bolted down' and always accessible. It also means having remote access to a TEAM of network engineers at your disposal at the click of a mouse or dial of a phone. And your local Utility Service Provider is always there to provide personal onsite service and advice.

Connected Office customers understand and appreciate the security and value that moving to a fixed-fee Managed service package can bring them. For example:

"We signed on with The Utility Company when our IT support person left, resulting in a 60% annual savings in our technology services. We are very pleased with the level of onsite and remote support we have received along with the predictability of fixed-fee managed services for our network, desktops, security and data back-up. Moving from an internal IT resource to the Utility service model has been a smooth transition and one I would recommend to any company."

**Greg Powell, President and CEO
Municipal Tax Equity Inc.
Georgetown, Ontario**

Secure your business...

**Who has the most access to your confidential corporate data?
Your IT guy!**

**Do you have information security policies & procedures to safeguard your corporate and client data?
Start today with our comprehensive Network & Security Assessment.**

There is A NEW WAY!

Connected Office Managed - Features & Benefits

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

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.

All for one low monthly fixed fee.

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.



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