



## Connected Office for **NON-PROFITS**

- ▶ Service delivered 95% remote - 100% proactive
- ▶ Costs 50-60% of a traditional technology model
- ▶ Fixed-fee, proactive programs designed to meet set budgets
- ▶ Affinity program available to non-profit associations to show value to members

All organizations, big or small, rely increasingly on their information technology (IT) to run efficiently day-in, day-out. In today's world, any investment made in IT by non profit organizations, operating on fixed budgets, has to be analyzed and scrutinized to ensure the investment is necessary. IT spending must invariably benefit the organization in terms of increased productivity or reducing costly downtime.

The Utility Company (TUC) represents a new alternative to traditional IT approaches. Ideal for Non-Profits & Associations with limited resources and set annual budgets, we provide a full range of virtual IT services & solutions - and can do so on a fixed-fee basis, meaning you have a set cost per month, per person for complete peace of mind in an increasingly important, but often overlooked, part of their business.

Not all Non-Profits can afford their own IT Manager or Chief Technology/Information Officer. But with **Connected Office for Non-Profits** you can have more than just a single IT person on staff, you can have a completely proactive helpdesk team that automatically manages & monitors your infrastructure. Your virtual team never gets sick, takes vacation or requires additional training. Having a single point of contact to manage all your technology, including your smartphones and applications, is the ideal solution.

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

- **Connected Office for Non Profits - delivered 95% Remote – 100% Proactive;**
- **We service non-profit organizations just like yours across North America;**
- **Ensure your technology and data is in the hands of Accredited Professionals;**
- **We focus on evolving your technology from a “necessary evil” to a key enabler!**
- **One number to call, rather than multiple suppliers - 1-866-My-Utility!**

### **Our expertise with Non-Profit organizations**

The Texas Motor Transportation Association (TMTA) had been using a well-respected local technology service provider for years and they **thought** they were being proactively monitored...that is until 'Nigerian Spammers' invaded the Exchange Server, resulting in their being blacklisted by numerous Internet Service Providers and crippling their ability to deliver (daily) newsletters and updates to their membership.

***“Peace of mind. The Utility Company is not just a computer repair company - they are more like having our very own Chief Information Officer. Through our local Utility Service Provider, we get advice on how to make our business better through technology. The best practices information that is passed on is a tremendous benefit.”***

**John D. Esparza - CEO  
Texas Motor Transportation Association**

When the Construction Sector Council (CSC) selected a fully-managed, fixed-fee program from The Utility Company, they understood that they were essentially paying for uptime instead of constantly being charged for incidents or scenarios that are deemed 'out-of-scope'. Their Manager of Finance, Shannon Montpellier, is now happy to admit that her “this-sounds-too-good-to-be-true” skepticism about **Connected Office for Non Profits** has been unfounded:

***“I have not yet received an invoice for ‘out-of-scope service’ and Utility has done work setting up our Blackberries, upgrading our MS07 (training issues with staff), setting up new laptops we purchased and even worked with an independent company who had developed an internal database for us. In fact, TUC even resolved the issues that resulted from that independent company. We are very happy with their service.”***

**Shannon Montpellier - Manager of Finance  
Construction Sector Council (CSC)**

## Why should you consider The Utility Company?

The chart below details the advantages the Utility model has over either a break/fix IT service provider or an internal employee. In fact, we can usually save organizations **40-50%** on what they are currently spending while providing them with a **better, faster** and **greener** service! If you are interested in saving money and/or getting more from your existing technology, then there truly is **A NEW WAY!**

Evaluate your IT solution options with these questions:	Break/Fix Provider	Internal IT Resource	The Utility Company
<b>Cost &amp; Value of Reactive Support? (i.e. something breaks and you call for assistance)</b>	Pre-purchased blocks of time that you draw down on with usage at \$75-125 per hour - Generally a minimum 1 hour charge no matter how short the service call is.	An internal IT resource costs anywhere from \$30,000-\$100,000 annually (depending on location and expertise sought) and requires training, benefits, sick days, vacations, etc.	1-866-My-Utility live North-American helpdesk is available on a usage or fixed fee basis. The majority of issues can be resolved in 15 minutes or less with no minimum charge.
<b>Ability to Offer Proactive Support? (Remote Monitoring and Management)</b>	Usually not offered. May have the ability to offer simple monitoring alerts but their ability to respond is an issue.	May purchase simple monitoring tools and be alerted to issue but ability to respond is still a problem.	24x7 Proactive Monitoring and Management of all network infrastructure and devices is available to catch issues before they become problematic.
<b>Response Time - Is your Business a Priority?</b>	Can only respond to the current crisis at hand. Conflicting needs at multiple sites means putting one client's needs over another's.	Dedicated internal support but can be stretched thin. Again, must prioritize based on incoming requests.	Access to Helpdesk 8 am to 8 pm ET. 24x7x365 support available. Over 95% of issues resolved remotely.
<b>Expertise - Depth of Knowledge?</b>	Usually a 'one-person shop' therefore ongoing training, exposure and understanding of all areas of technology not possible.	Internal employees do gain expertise in your specific needs over time, but get limited exposure to all areas of technology and still require ongoing training.	Thousands of clients in a wide range of fields gives our certified team of technicians the experience to deal with any issue. Sharing of knowledge and ability to escalate to subject matter experts.
<b>Trustworthiness? Data Privacy? Regulatory Compliance?</b>	May come highly recommended or by flipping through the Yellow Pages (or Googling). 100% access to your confidential corporate data.	Reference checks before being handed the 'keys to your kingdom'. More power to damage an organization than anyone else if employee becomes disgruntled, is incompetent or leaves suddenly. Homegrown processes vs. industry-standard best practices.	Currently one of only a few MSPAlliance™-accredited Network Operations Centers (NOCs) in North America. Advocate for professional (technical and ethical) designations for Managed Service Providers (MSPs) to ensure data privacy and regulatory compliance.
<b>Security of your Assets, Data, and Intellectual Property (IP)?</b>	Not usually offered or guaranteed. Sales of physical hardware (such as Exchange email servers) or manual tape back-up systems increases chance of failure/loss.	Generally rely on remembering to back up systems, burn DVDs and store copied data offsite. Very manual/physical process prone to errors.	Virtual solutions available such as Hosted Exchange and online data back-up means your critical corporate data is backed up daily and stored in a highly secure data center.
<b>Single Point of Contact or Single Point of Failure?</b>	Businesses deal with 4 or more suppliers or providers (on average) to fulfill their technology needs. This means more numbers to call and fingers pointed when trying to isolate who owns a problem. If its a direct IT problem, you are reliant on one individual to come.	Employee still has to call various suppliers to remedy any problems that aren't strictly internal (i.e. Internet Service Provider, Telephone Company, Web Host, etc.). Again, the availability of your internal resource can be an issue.	One number to call for all things technology-related. 95% of issues can be resolved remotely from our North American headquarters. Your local Utility Service Provider is also available for onsite work and to aid in your technology planning (as your Virtual CIO).
<b>Line of Business Application Support?</b>	Usually no direct knowledge on the specific applications you depend on daily to run your business.	Usually gains some direct knowledge on the specific applications due to repeated exposure.	1-866-My-Utility helpdesk technicians become Utility Certified on products important to your industry. They can also interact with software vendors on your behalf.
<b>Green IT Practices?</b>	Drive to your business every time there's a problem. Selling you more hardware and software means more environmental waste.	Drive into work, may implement programs to reduce inefficiencies and save energy internally. More devices to support means more job security though.	Besides virtualizing your hardware needs, Utility encourages the use of Software-as-a-Service (hosted access, no physical upgrades, shipping, etc.). Remote remediation means little need to come onsite. Automated system management can reduce day-to-day energy consumption.
<b>Role within your Company?</b>	Independent contractor who gets paid more when more things go wrong.	Employee who wants to have enough work to justify their role.	Trusted Business IT Advisor who wants you to utilize your existing technology more effectively to drive profits. Under our program, the less problems you have the more profitable we can all be.