

# IT in a Box

A complete IT solution for city governments.

## Website

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

## Data Backup and Offsite Storage

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

## Document Management

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

## Email

- ➔ Hosted **email** on your **city domain**. Includes **email archiving**. Be prepared for **open records requests**.
- ➔ **Shared calendars** and contacts with 25GB of **mailbox storage** per user.

## Helpdesk

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

## Vendor Management

- ➔ 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.

## Server, Desktop, & Mobile Management

- ➔ **Always-on 24x7** monitoring & alerting.
- ➔ Support for mobile **phones** and **tablets**.
- ➔ **Office Professional Plus** for your desktop providing the latest versions of Outlook, Word, Excel, PowerPoint, Access, InfoPath, Publisher, and OneNote.
- ➔ Windows **Updates** and Patch Mngt. Performance and **Health** monitoring.
- ➔ Antivirus, Antispam, and Content Filtering licenses for **safe** internet browsing & email.
- ➔ Secure remote access when **teleworking**.
- ➔ Asset Management and Executive **Reporting**.