

# 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.