

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.
- Accept **online payments** to reduce cost and provide convenience.
- **Site search**.
- **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 50GB 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.
- **24x7x365**. 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 24x7x365** 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**.

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