



# Managed Services

## Buyers Guide

We cover IT.  
You grow your business.

[colemantechnologies.com](http://colemantechnologies.com)

 **COLEMAN**  
TECHNOLOGIES



### STANDARDIZATION

Documentation of your entire network to build your comprehensive "IT Bible."



### COLLECTIVE EXPERTISE

Hundreds of years of combined experience and best practices in the IT industry.



### PROVEN SERVICE DELIVERY

Quality service delivery in a single model every single time you need support.



### BUYING POWER

Significant buying power with leading vendors, which means cost savings for you.

## We cover IT. You grow your business.

At Coleman Technologies, we are serious about superior IT support. We leverage the combined skills, expertise, and knowledge of hundreds of IT companies to tackle your IT problems quickly, so you can simply focus on growing your business.

### On average, our Support Desk has...

**97%**

Positive  
Feedback

**11:47**

Average  
Call Time

### Top Questions to Ask Potential IT Support Companies

1. How is your contract structured? Is there anything that you charge extra for?
2. Do you charge us onboarding or project fees? Labor for system upgrades, office moves, installing new equipment?
3. Does your monthly fee go up AND down based on what you're supporting?

### FULLY MANAGED IT SERVICES

100% managed IT services. Forget about your network. We've got IT covered.

### BUSINESS CONTINUITY & DISASTER RECOVERY

We combine planning, prevention, and protection to make sure your business thrives no matter what comes your way.

### SECURE STORAGE SOLUTIONS

Enterprise level infrastructure, storage, security, offering 99%+ uptime SLA and support.

### CYBERSECURITY

Unmatched prevention technology in a single platform. Any threat. Any OS. Any device.

- Network Support & Security
- Virtualization
- Data Backup
- 24/7/365 Support Desk
- Infrastructure Management
- IT Consulting
- Cloud Services
- Hardware/Software

# Relax. IT's Covered.

Exceptional IT services without the extra cost.

## Let Us Handle Your IT Services

Whether you have problems to solve today or are looking to head off IT problems tomorrow, you need the right IT partner — one that provides the support you need, is close by, and can grow with you long term.

With our flat monthly fee, you can forget about hourly rates, labor billing, fees for drive time, hidden charges, and unpredictable monthly bills. Instead, focus on your business. **We've got IT covered.**



### 24/7/365 Support

Superior service 24 hours a day, 7 days a week, 365 days a year. Speak with one of our knowledgeable techs any time that you need support.



### Simple Pricing

Pricing is simple, transparent and easy to understand. Your costs are normalized and predictable so that you always know how to budget for growth.



### Truly All-Inclusive

No labor costs, out-of-scope labor or hourly rates. Forget tracking a technician's hours. There are no hidden charges in our agreement. **Anywhere.**



### Your IT Department

Completely aligned with your business. We take complete ownership over all IT management. Your network running smoothly is the only way we are successful.

Leveraging decades of experience and demonstrated expertise to solve your IT problems.





# What's the real cost of IT Downtime?

Infrastructure matters. When your network or applications unexpectedly fail or crash, downtime can have a direct impact on your bottom line and ongoing business operations.



**\$5,600/minute**

Average cost of IT downtime<sup>1</sup>

## IT Downtime Factors

The industry average cost of downtime is dependent on a lot of variables. The monetary losses vary when you consider your revenue, industry, the actual duration of the outage, the number of people impacted, the time of day, etc.

For example, losses are significantly higher per hour for businesses who are based on high-level data transactions, like banks and online retail sales.

If you experience an unplanned outage during peak traffic time, obviously the damage will be more significant.

## Additional Cost of IT Downtime

But there are other costs that don't often show up in dollar form. Did you know, according to a study by UC Irvine, that it often takes an average of 23 minutes to refocus and get your head back in the game after an interruption?

IT downtime affects customer retention, employee productivity and reputation in the marketplace. It is extremely expensive, and in ways that can make or break the success of your organization.

**ZZZ...**

**23 minutes lost**

Average time to refocus<sup>2</sup>



We are aligned with your goal of network uptime. Our proactive IT approach ensures that your company is prepared if downtime strikes.

1. Lerner, A. (2014, Jul 16). The Cost of Downtime 2. Pattison, K. (2008, Jul 28). Worker, Interrupted: The Cost of Task Switching.

# Comprehensive Services

You'll only have one person to call in the event of an incident.



## Cybersecurity

Our proactive cybersecurity approach applies deep learning techniques that are at the forefront of protecting against cyberattacks.

It's an unmatched prevention technology in a single platform.



## Virtual CIO

With high level, qualified support and advice just a phone call away, your business is far better positioned to achieve greater success through effective and efficient use of technology.



## Business Continuity

Our complete backup and disaster recovery (BDR) solution puts steps in place to prevent data loss and allows for quick and reliable data recovery.

The ability to spin up virtual machines minimizes downtime in the event of server failure.



## Cloud Services

Give your team anywhere, anytime access to critical files on any device and improve employee productivity.

A cloud-based infrastructure managed by Coleman Technologies does that as well as scales with you as your business grows.



## VoIP Made Simple

We offer a full-featured voice continuity system to complement your IT portfolio.

The advantages of VoIP are a natural addition to your network.

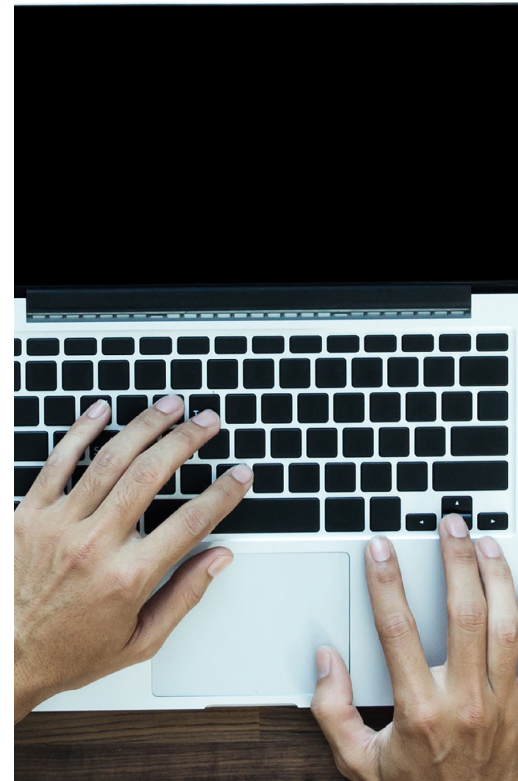


## Additional Services Include:

Hosting, On-site & Remote IT,  
Vendor Management Services,  
Hardware as a Service,  
Email/Spam Prevention, Virtualization,  
Pen Testing, Threat Hunting

The benefits  
are simple.

We can offer  
better pricing,  
better service and  
we can manage it  
all for you so that  
you can focus on  
your business.



# Business owners face an important question...

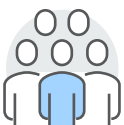


## One Full-Time IT Employee (FTE)

**\$100,000**

### You're paying for...

Salary + Insurance + Benefits + Office Space +  
Equipment + Payroll Taxes + Recruiting +  
Training + Admin Costs



## Managed IT Department (MID)

**\$75,000**

### You're receiving...

- Predictable budget
- Unlimited support
- Security
- Disaster recovery
- 24x7 Service Desk
- And more

**\$**  
per year

## What's included?



Access to the latest and greatest tools



Security/anti-virus software



Monitoring applications



Ticket management



Assumptions based on a 50-person company with no existing IT internally. But this applies to all different sizes of companies.

# Should I hire an in-house or work with a vendor?

## One Full-Time IT Employee (FTE)

## Managed IT Department (MID)

Both options have their advantages. What type of value and quality are you looking for in IT support?



“Walk down the hall” to report an issue

More specialized environment

24x7 Support Desk is always connected and available

Up-to-date tech expertise

Escalate only when your in-house “doesn’t know”

Familiarity with a full-time employee

Lower cost and predictable budget

Unlimited remote and onsite support



Both options also present potential challenges. The question is, which one is best for your business?

1. Can we afford continual IT Training? What if there’s an IT disaster?
2. What if our IT person is out sick or on vacation?
3. Is in-house support worth the extra cost? What happens when we grow?

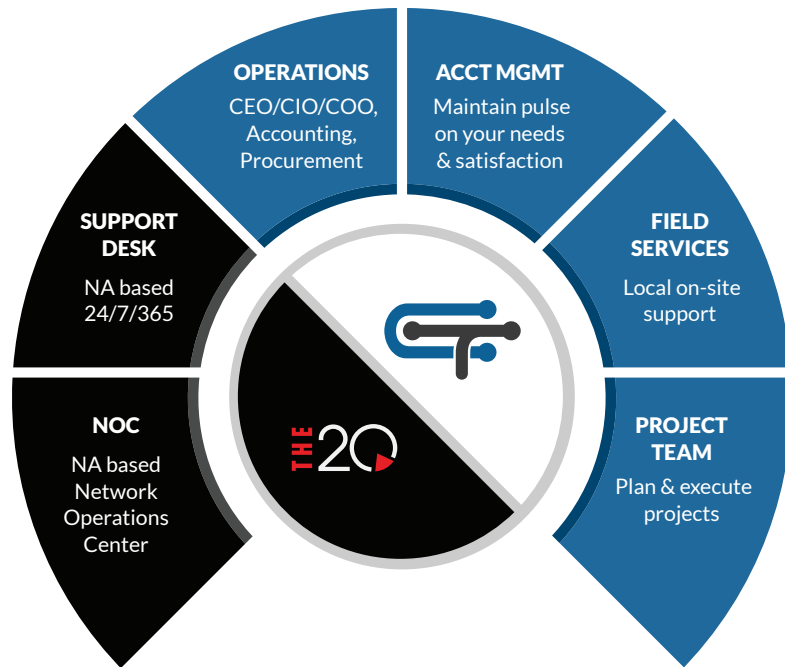
1. Most issues are handled remotely. Do we need someone in-house every single day?
2. Will we still have control of our network?
3. Can we trust another company to manage our IT assets?

Choosing an IT provider is not an IT decision — **it’s a BUSINESS decision.**



# Your Very Own IT Department

**Coleman Technologies — What is The 20?** The 20 is a nationwide group of world class Managed IT Service Providers that have come together to join forces and operate with a single service delivery model based on a proven methodology and quantifiable results, and utilize economies of scale as a group to share unified resources and buying power.



## How The 20 Works

At The 20, we deliver a truly nationwide footprint that's much more robust than the "boots on the ground" approach most nationwide MSP practices adopt. By working together, we leverage the combined skills, expertise and knowledge of hundreds of IT business owners and their staff.

We are a nationwide group, utilizing the same service delivery model with industry leading tools, singing to the same sheet of music.

## Support Desk & NOC

We've built out a singular, North American based Support Desk and Network Operations Center (NOC) utilizing a proven and tested service delivery model based on hundreds of years of combined experience and best practices.

## Buying Power

Duplicate costs have been eliminated. Significant buying power with leading manufacturers such as Dell, HP and Microsoft compared to the "Mom and Pop" IT Shop.

## Documentation

We use a state of the art electronic network documentation system. We document your entire network and build a comprehensive "IT Bible" of your network.

The result: Anyone from our team can immediately provide quality support because they have all of the information and knowledgebase needed at their fingertips. We can provide you and/or key employees access to this documentation.



### 1. We are High Demand / High Availability

**What does this mean?** We operate 24/7/365. Our company's entire focus is on mitigating, eliminating and preventing system downtime for our clients. All of our services and solutions revolve around this approach.

### 2. We are Truly Flat-Rate IT

**What does this mean?** We do not charge labor in any form or fashion. You will not see out of scope labor, hourly rate sheets or hidden charges in our agreements. Anywhere. Period.

**How do I compare your model vs. competition? Ask your provider the following questions:**

- *How is your contract structured? Is there anything that you charge extra for?*
- *Do you charge us onboarding or project fees? What about labor for system upgrades, office moves or installing new equipment?*
- *Does your monthly fee go up and down based on what you're supporting? How so?*

### What are the benefits?

- Our business interests (uptime) are aligned.
- We trade a static amount of money for an unlimited amount of time.
- You reward us by giving us your business. We reward you by taking all the risk. If we can manage your infrastructure and we can make it run smooth, we are profitable. Conversely, if we have to come out every day, we are not.

### Why is paying hourly for IT support such a bad idea?

- It places a fundamental conflict of interest between you and the hourly IT firm. They don't have incentive to resolve problems quickly because they're getting paid by the hour. The more problems you have, the more they profit.
- Risk of unforeseen circumstances, scope creep, learning curve inefficiencies and outright incompetence are shifted to you.
- They have zero incentive to properly manage the time spent and efficiency of a technician assigned to fix a problem.
- You are responsible for tracking the hours they've worked to make sure you aren't getting overbilled.
- You often have no way of really knowing if they've worked the hours they say they have.

### 3. We are your IT Department, not your Outsourced IT Guy

**What does this mean?** With most IT companies, you get unpredictable costs and finger pointing when it comes to your IT. With an in-house IT department, you would pay an IT guy a fixed amount of money every month and you have them manage all your IT. Our model reflects that same paradigm.

### What are the benefits?

- We take ownership over all IT issues.
- Your costs are normalized and stable.

### 4. Our Pricing is Predictable and Transparent

**What does this mean?** Most MSPs will come in and quote a vague, lump sum number for your monthly fee. You have no way to forecast and project how that fee would change should you grow or contract. If you look at our agreement, you'll see that each computer has a cost associated with it as well as the servers. The only way our monthly agreement price changes is if you grow or you contract. For example, you hire a new employee who needs a new laptop set up. If you lose an employee, our pricing will automatically adjust.

### What are the benefits?

- No more haggling over your monthly fee when things change
- Mountain Valley Principle: You can forecast and project your future costs as your business grows (or contracts) — we grow and contract with you.
- You're not held hostage by an agreement and cost structure that's impossible to understand.

### We cover IT. You grow your business.

We are serious about superior IT support. We leverage the combined skills, expertise, and knowledge of hundreds of IT companies to tackle your IT problems quickly so you can simply focus on growing your business.



**Focus on your business.**  
We've got IT covered.



### ZERO-TIME THREAT PREVENTION

Predictive threat prevention platform with multi-layer protection against any known or unknown threat.

Deep Instinct's protective solution can be applied to any device with any operating system.

**100%** prevention rate | **ZERO** false positives

*Independent Lab Test, April 2019*



### CLOUD-BASED SECURITY PLATFORM

Protection against threats on the internet such as malware, phishing and ransomware.

OpenDNS is a cloud security platform that provides the first line of defense against threats wherever users go.

Cisco analyzes over **175 billion** internet requests a day

*OpenDNS is part of Cisco*



**BLOKWORX**

### SECURE CLOUD UNIFIED DEFENSE

With a unique architecture built specifically for the cloud, SCUD connects to your environment and scans for threats after your existing security — but before the inbox.

**24/7/365** email protection, detection, and response

*Fully secure your cloud email and collaboration apps*



### ADVANCED THREAT DETECTION

Threat detection and swift remediation techniques in the case of a data breach.

Huntress Labs is a leading provider of advanced threat detection and actionable cybersecurity intelligence.

**12K+** discovered breaches

*Since 2017*



### POWERFUL PASSWORD MANAGEMENT

Protecting passwords and personal data with multiple layers of security.

Password Boss is the easiest way to share and manage passwords with your team.

**Securely store ALL credentials** with **1** master password

*Available for Windows, iOS and Android*



### USER VERIFICATION

Secure your clients from social engineering attacks.

ID 20/20® software makes the process nearly completely transparent to the end user.

Secure access with MFA **without an extra application**

*Prevent unauthorized access via social engineering*



## Security Stack & Client Testimonials

# “————— What are others saying? —————”

## **Appreciate All Their Help**

**Excellent service!** From the first time that we met with Darren to learn about Coleman Technologies, to using their IT support on a full time basis, they have been extremely helpful.

*Service requests are always responded to promptly, all staff has been very helpful & friendly and our issues are always resolved.*

**LISA G. – CUPE LOCAL 403 LANGLEY TOWNSHIP  
MUNICIPAL WORKERS**

## **Very Knowledgeable**

Coleman Technologies develops and maintains all of our computers, network and related services.

*They are on call 24/7 – very rare in this day and age.*

**The team at Coleman Technologies provides excellent service, and are very knowledgeable.**

**BRYAN L. – WOLF AND COMPANY  
CHARTERED ACCOUNTANTS**

## **So Beneficial**

*The care and service that they provide is just so beneficial to our users because things actually get fixed, and it's not just a Band-Aid.*

**They get to the bottom of the problem and they resolve it.**

*They know and have a very intimate working knowledge of our system.*

**SOPHIE M. – MACCALLUM LAW GROUP**

## **I Don't Have to Worry**

**It's one of the pillars.**

**I don't have to worry about that pillar, it supports our business.**

*I don't have to worry about that pillar forming cracks.*

*I don't have to inspect that pillar, I know it's there.*

**ALON S. – SEGEV LLP**



**We're happy to answer any questions you may have.  
Contact us to schedule a FREE consultation!**

# Relax. IT's Covered.

Exceptional IT services without the extra cost.

**IT peace of mind is priceless — but it doesn't have to be expensive.**

We can give your organization comprehensive IT services and 24/7/365 live support for a predictable monthly fee.

Stop stressing about technology, and start focusing on growing your business.

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**COLEMAN**  
TECHNOLOGIES

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