

January | 10

Managed IT Services Frequently Asked Questions

Covering the following three most notable areas:

1. Managed IT Services Overview
2. Responsibilities
3. Quality of Service

Compuquip
TECHNOLOGIES

IT WORKS_

MANAGED IT SERVICES OVERVIEW

Compuquip's Managed IT Services is an alternative and more efficient way of supporting the Information Technology (IT) needs of any business or organization.

1. What does Compuquip provide through its Managed IT Services?

Compuquip's Managed IT Services provides a complete suite of IT solutions to align with your business's needs. IT solutions include but are not limited to e-mail management; server and PC maintenance, management and upgrades; end-user Help Desk support; proactive network monitoring and security; and smart phone and IP telephone integration.

2. How would my business benefit from Managed IT Services?

Some of the proven benefits associated with Compuquip's Managed IT Services include:

- Reduce operating costs, up to 30%
- Reduce HR responsibilities and operational headaches
- Improve network performance and access
- Improve employee satisfaction with IT support
- Ensure continuity in IT support personnel and structure
- Receive piece of mind in knowing that true experts are managing your IT environment

3. How can Managed IT Services save my organization money?

By leveraging Compuquip's efficient **Support Diamond** methodology, you can save up to 30% per month in operating costs and realize the added benefits of a stable IT system, reduced HR burdens and improved productivity, which is often hindered by IT staff training or vacation time.

4. What types of organizations benefit from Compuquip's Managed IT Services?

Managed IT Services is ideally suited to organizations with 30 to 500 employees. It efficiently serves the needs of businesses in a vast range of industries that are interested in saving money, improving the quality of IT support and reducing operational headaches that slow productivity and take business executives away from their core competencies.

5. What is standard pricing?

Compuquip does not use a one-size-fits-all pricing model. Rather, we customize our offerings and develop a service model that best matches the needs of each client's unique operating environment. Following a thorough one- to two-day review of your systems and needs, Compuquip can provide pricing options that will help you realize a savings of up to 20 to 30% in monthly operating costs.

6. How does Compuquip support my business if it is located outside of South Florida?

Compuquip currently serves the IT needs of clients in 17 states. Using proprietary remote-management tools and a fully staffed Service Desk team at its headquarters in Miami, Compuquip can manage IT environments anywhere in the country. When "on-site" support is needed, Compuquip provides local engineering resources through established partnerships to meet the agreed upon service levels.

RESPONSIBILITIES

Compuquip will take full responsibility for the IT inventory and processes within your existing environment.

1. What responsibilities remain with my organization?

Application Support & Development
Web Development
Procurement

2. Would my company need to hire permanent in-house IT staff?

Every Managed IT Services agreement is unique in size and complexity. In our 30 years of business, we have found that larger Managed IT Services clients retain an in-house IT liaison to act as Compuquip's interface with the company. That person may also be your liaison with application-support vendors, or they may provide the application support themselves.

With smaller organizations, a liaison is not necessary as Compuquip reports directly to the company's CEO, COO, CFO or another designated executive.

3. Are there any additional services provided as part of my Managed IT Services contact?

The following tasks are included in all Compuquip Managed IT Services contracts:

- Emerging Technologies Research
- Involvement in IT Steering Committees
- Business Continuity & Disaster Recovery Testing
- Development and Assistance with IT Budget Planning
- Technology Procurement Assistance

4. Does Compuquip provide data center hosting or a co-location facility?

The Compuquip team will manage day-to-day operations as well as business continuity of any infrastructure equipment in a co-location facility, as required or requested by your organization. Compuquip maintains relationships with many co-location facilities throughout the country and can help you choose the best data center for your organization's needs.

5. How does Compuquip support my mobile workforce on weekends and after hours?

Compuquip provides designated VIP users with weekend and after-hours support as part of a Managed IT Services contract. VIP users have direct access to Compuquip engineers after normal working hours as well as access to Compuquip's 24x7 emergency call center. Organizations can designate up to 3 VIP users per 100 employees.

6. How does Compuquip help my company add new employees to the network when they are hired?

While every organization is unique, Compuquip works to customize a new-employee IT set-up process for each organization. This includes assisting your organization with documenting processes and aligning the best procurement methods for all IT supplies. Our goal, like yours, is to ensure new employees are up and running as quickly as possible.

QUALITY OF SERVICES

Compuquip has been providing IT services for 30 years and has perfected the way we deliver IT systems and support to your organization and employees.

1. How does Compuquip ensure effective governance?

Compuquip's processes and procedures are internally modified, tested and audited on a regular basis to provide clients with the most efficient and highest quality service. Governance is handled by Compuquip's IT Steering committee, which meets monthly.

2. How will Compuquip ensure our network is properly maintained and configured?

Compuquip documents the entire network during the first 3 months of an engagement and consistently updates this documentation throughout the term of the contract. Compuquip meets regularly with a client's senior management teams to discuss network improvement plans through upgrades or implementation of emerging technologies that may benefit the organization.

3. Is Compuquip audited?

Compuquip's policies, procedures and financial statements are audited annually by an independent firm.

4. What is the average tenure for a member of the Compuquip Services Team?

Compuquip trains its engineers from within and promotes upward mobility for talented engineers who understand and demonstrate the Compuquip support model with exemplary customer service skills. While the average tenure for all executives on our team is 3.8 years, our integration services team has an average tenure of nearly 9 years and technical support managers have been with our company an average of 5.9 years.