

# 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** (.gov, .org, .com) providing pages for city hall, public safety, parks and recreation, news, events, and more.
- > Accept **online payments** to reduce cost and provide convenience to citizens.
- > Post city council agendas, **meeting minutes**, and videos.
- > **Site search**. All website content is indexed so visitors can quickly find what they are looking for.
- > **Save time**. Submit your website updates to us and we will post them for you.

## Data Backup & Offsite Data Backup Storage

*Unlimited offsite data backup storage and retention for disaster recovery and archiving. 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.
- > **Unlimited offsite data backup archiving**. Indefinite retention 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 your **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.*

## Video Archiving

*Unlimited offsite video storage and retention.*

- > **No more buying** additional expensive onsite storage for video. Keep your most recent videos onsite for quick access, while we archive all your videos offsite for long term access.
- > As **squad car** and **body camera** video continue to grow at a rapid pace, your costs do not change.

## 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.** If we don't meet your expectations, then 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.

## Policy & Compliance

*Formally adopt best practices and policies to address information security risks.*

- > Have **staff** knowledgeable and best prepared so your city doesn't fall victim to the latest external or internal threat.
- > **Secure**, document, regularly test, and proactively manage applications and systems, vendor access, network access, wireless access, physical access, user access and more.

## 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 attack. 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.