



Small Business Technology Package

Who Is Engel.com

Founded in 2000, Engel.Com, LLC offers technical solutions to today's IT management challenges through a mix of commercial and custom developed products. Our experience is in designing, building and implementing small-scale to large-scale IT solutions. Engel.Com, LLC enables returns on technical investments by helping you use technology to improve efficiency, drive company revenues and reach your company goals.

Engel.com works with many companies in many different industries. All of our clients are extremely dependent on technology, so we strive to provide them with the precise mix of technical consulting and service that will enhance their business results.

Our services are designed to take care of all your IT needs from day-to-day helpdesk support, to securing your network to managing your mission-critical infrastructure. We work to solve your most challenging technology problems and enable your success. We also minimize the daily hassles involved with using and managing technology, so you can get on with your business.



ENGEL

.com

MAKING IT WORK.

Small Business Technology Package

Overview



Introducing our Small Business Technology Package?

Using outsourced managed support enables you to have a hassle free IT environment, with the capabilities of an in house IT department. Using outsourced managed support enables for savings up to 70% over IT staffing costs.

Engel.com has developed a 13 point all inclusive plan to better serve the small business community and all their IT needs for now and into the future.

Consulting by Understanding

To Engel.com, consulting is giving companies guidance and direction on their current and future business systems. Our goal is to make your company and employees work more productively and efficiently while meeting the dual constraints of time and money.

We know that all businesses have different concerns and needs when it comes to their technology. That is why we do not determine your needs by the needs of other client's. At Engel.com, we perform a detailed assessment of your company's current system, industry needs and employees functions to determine the areas that we may help you. From that assessment we generate a report to show you the current state of your IT and give you our recommendations on how we can help to improve not only your systems but your whole business.

Outsourcing your Services

If consulting is the brains then outsourcing would be the brawn. The Engel.com service and support staff are highly trained and always ready to assist.

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Resolution not Response

At Engel.com we believe that a working system is the most important part of service. Resolution of your issues is our top priority. Response time in all actuality means little if your system is not working for an extended period of time.

Through our Small Business Technology Package we remedy this situation with our contracted resolution time. This solution is a guaranteed time in which we will have your systems up and functioning properly. This fundamental difference between response and resolution is a cornerstone of our services.

Purchasing for needs

Procurement is a vital part of growth and keeping any business up and running. We understand this and we also know that making bad purchases can be devastating.

Engel.com while working to understand your needs will make educated decisions and always give you options. We pride ourselves in finding a solution to all your needs and keeping it within your budget.



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Overview

Fixed Monthly Pricing

With our Small Business Technology Package you always know the cost of the service per month, no surprising fees. Engel.com is easy to budget as your fee never changes during your contract. You will never see an increase in your fee due to an unexpected emergency or emergency call.

At Engel.com we don't believe in charging a high weekly service fee with a contracted two hour minimum. We believe in providing you with true customer service, for one fee all of your service is provided. No high weekly charges. No hidden two-hour minimums. Most significantly, we keep your business components operating efficiently to keep you doing what you do best.

Documentation

A key ingredient to our service documentation provides a two fold service to your business. (1) It lets you know in plain English the services we are providing to you (2) Documentation gives you an exact idea of the company's functions, processes, and procedures.

Through documentation, you can see at all times where your company is in relation to its business goals, missions statement, and business plan.

Management can utilize this asset to track the company's current path, and make sound decisions based on the research our documentation provide. This information also serves as a historical document for your company. Unlike the majority of our competitors, we see you as our partner, and we want you to be informed about you I.T., and our place within your business.

Technician Assignment

You will be assigned one technician for all of your servicing to ensure familiarity with your company, and your individual needs. Our technician's come to you with a full team of resolution support. With this support team behind them, you are getting convenience and understanding from our I.T. specialist who are working together to have your problem resolved quickly and effectively to minimize time, hassle and inconvenience.

One point of contact , One point of accountability

Your company will be assigned one account manager for all vendor issues. With this one stop vendor resolution there's no reason whatsoever, to call elsewhere. All problems can be resolved with one hassle free phone call to your account manager.

This service is beneficial as it provides you the ease and convenience to not have to deal with the frustration, waiting and run around time from various vendors and various response times. Giv-

Preventative Maintenance

Engel.com will provide detailed scheduled periodic maintenance. This maintenance will include interior/exterior cleaning, hard drive defragmentation, scan disk, and providing repairs, and/or replacements if necessary. This hands on service enables your computer to run smoothly with less errors and with more efficiency. By performing such common tasks, we eliminate the hazards of neglect.

Controlling Computing Costs: Is There a Better Way?

"You outfit your employees with a daunting jumble of computers, software, networking devices, and the associated items people need to do their work well. And then you pay a staff of IT experts to deal with the inevitable user questions, compatibility glitches, and other bumps in the road. Is there a better way?"

-PC World Magazine, April 2001



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Hardware Insurance

With all Small Business technology Packages hardware is a key component. All non working and faulty hardware covered in the package will be replaced with new hardware at equal or greater value.

We believe that if our preventative maintenance is done properly you will have little or no hardware failure and we are willing to back it up with our hardware guarantee.

Disaster Recovery and Backup

We can't always predict when or where fire or natural disasters occur. A business can disappear virtually over night with no back-up plan.

Here at Engel.com we address the unthinkable directly. With the use of documentation and regular backups your information will be ready to be restored to the last backup done. No need for loss of valuable information due to natural disasters or technical failures .

Training

Maintaining a progressive technological business environment does you no good if your employees don't know how to work with your business components.

As part of your service with our small business technology package you receive training to ensure a smooth transitions for the services we provide. Our patient instructors will show you and your staff how to use your computer. As we all know, training equals efficiency, and efficiency equals money.

Project Management

After understanding your needs and requirements implementation is the next step.

We will serve as your project manager to ensure all solutions are completed to specifications in a professional and timely manner. Your Account manager will act as project manager to assure all consulting specifications are met

Take the Next Step

Call Engel.Com, to arrange for a free Technology Assessment so we can better help you and your business grow with Technology.

Through the use of all our staff and resources with your help we will come up with a detailed technology strategy for present and future requirements. All recommendations will be made with your best interest in mind.

“Spending on IT outsourcing services in North America is expected to grow more than 11 percent, year-over-years.”

-Gartner Dataquest

