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So what's in the *inFocus* program for me?

- ❖ Unlimited access to telephone, remote and onsite help desk services for all of your technology systems
- ❖ 24/7/365 monitoring of your critical IT assets – we'll know you have an issue, likely before you do
- ❖ High-availability backup solution that's managed and monitored daily
- ❖ Periodic business technology reviews with your "virtual CIO" to discuss the status of your IT infrastructure and strategize to meet your business goals
- ❖ Renewal of annual security licenses & subscriptions – one less thing you have to manage!

Gilmore Solutions' *inFocus* changes the paradigm when it comes to technology services in your organization. As an *inFocus* client, you'll have priority access our team of technology professionals who understand IT, but also understand that business is about people. The *inFocus* program is designed to put your staff and ours on the same team, with the same priorities. If you have system issues, we have system issues, and it's in everyone's interest to minimize the occurrence and duration of these problems.

We've made significant investments in systems that allow us to effectively track your IT support issues, monitor your systems in real-time, and provide remote support to get your employees back up and producing quickly. Our *inFocus* clients appreciate our fast response time and dedication to keeping you productive.

With access to the Gilmore Solutions team you'll enjoy the following benefits you can't get by having an internal IT employee with a \$60,000 (or higher) price tag:

- ❖ We can be in two places at once! Our *inFocus* team is growing, and it's not uncommon for two or more of our people to be working on issues for you at one time.
- ❖ We have a wide range of expertise and exposure to IT systems.
- ❖ We don't call in sick, require medical insurance, need to be managed, or expect retirement contributions. If you need help, we're available!