



WORKING WITH MNS GROUP



1

TABLE OF CONTENTS

Introduction.....	4
Services	
<i>Helpdesk</i>	9
<i>Technology Planning</i>	10
<i>IT Staffing</i>	11
<i>Vendor Coordination</i>	12
<i>App Development</i>	13
Network Monitoring.....	14
Business Continuity.....	17
Cloud Services.....	19
Our Partners.....	23

INTRODUCTION



2

INTRODUCTION



A Trusted Leader in IT and Tech Support

We know how hard it is to manage the costs and time involved in maintaining a quality IT department. Our services support companies with a wide range of outsourced business network management, process consulting, and workflow development. Our highly trained programmers and project managers understand that no problem is too big or too small to be fixed.

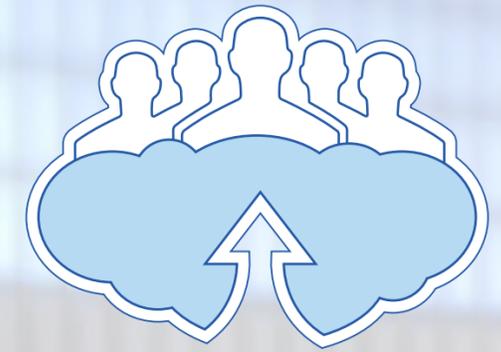
We can provide a fully staffed help desk, network monitoring center, and administrative team. We supervise your network to ensure minimal problems occur and work with you to keep your investments in technology aligned with your business. Together your support services will run seamlessly with our trained professionals at the wheel.



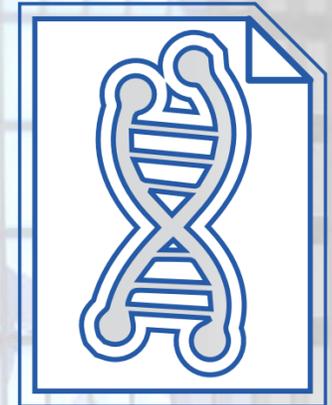
2

INTRODUCTION

Why we stand out from the rest:



The Human Cloud: Quickly Access Friendly Experts



Living Contract: We Scale with You



Process-Based Service: Consistent Customer Experience



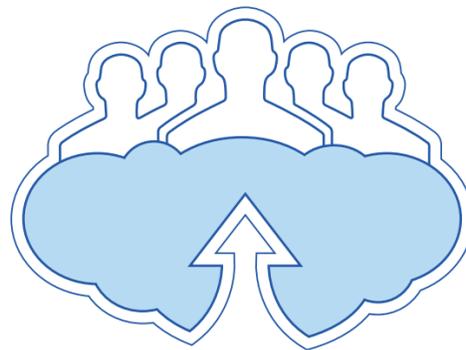
World-Class Tools: Enterprise Software without the Expense

2

INTRODUCTION

Why we stand out from the rest

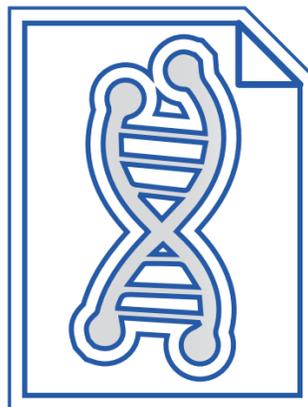
The Human Cloud: Quickly Access Friendly Experts



We are humans helping humans—and using technology to do so. Our network monitoring keeps you productive and even anticipates problems before they stop your work flow. We respond immediately to any issues. And best of all, our per-person pricing means we easily adapt as your business grows.

Don't just outsource your server—outsource your IT department to experts ready to serve.

Living Contract: We Scale with You



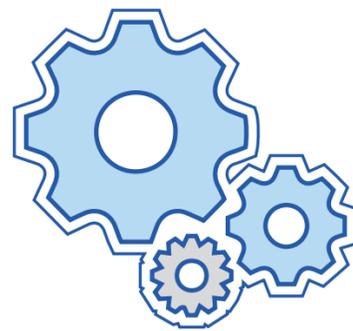
Our service as the human cloud isn't just up in the air—it's written down on paper too. Our living contracts are designed to meet your company's needs. You won't get locked into a relationship that doesn't fit. Our customer experience is like having an on-demand IT department. We're there when you need us, and we're not in your way when you don't.

2

INTRODUCTION

Why we stand out from the rest

Process-Based Service: Consistent Customer Experience



Our human service is consistently exceptional because we're process-based. We continually apply Six Sigma practices to improve performance. This ensures we're always using the best practices. Your customer experience is always what you expect, no matter who in our company you're working with. Our processes are efficient and transparent.

World-Class Tools: Enterprise Software without the Expense



We take a "business first" approach to technology. We've purchased \$1M worth of software licenses so your company doesn't have to, giving small to mid-sized businesses the same advantages as the big guys you compete against. Our complete service to existing clients includes security audits, so you don't have to worry about us trying to sell you more stuff.

SERVICES



3

SERVICES

Dependable

Informed

Responsive

Helpdesk

Reliable Expertise

Our helpdesk is backed by many years of experience. Our job is to solve your technical issues so you can get your job done. Tired of those nerdy technicians who just spout jargon? Frustrated by those patronizing voices that don't have any know-how behind them? So are we. Our helpdesk is staffed with experts who have both the technical knowledge and the interpersonal skills to help you in a practical and pleasant way.

Communication Options

Have a question? Contact us through any of these efficient ways:

Texting

Email

Phone calls

Apps

Desktop icons

We're available to help through whichever communication style you prefer.

Tracked Interaction

Every interaction is recorded so that your management team can understand how your organization is being supported. This detailed reporting and transparency allows you to tune your organization's use of services and gain the greatest value from your investment in our partnership.



3

SERVICES

Technology Planning

A key component to success in any business is the proper application of technology. But that only comes from a deep understanding of both the business and the technologies available.

Vast Experience

We've worked with publicly traded giants, the Mom-and-Pop shops, and everything in between. Our experience is wide and deep, bringing you benefits and wisdom not often available in one spot.

Holistic Strategy

We'll plan for all these key areas::

Capital budgets

Website projects

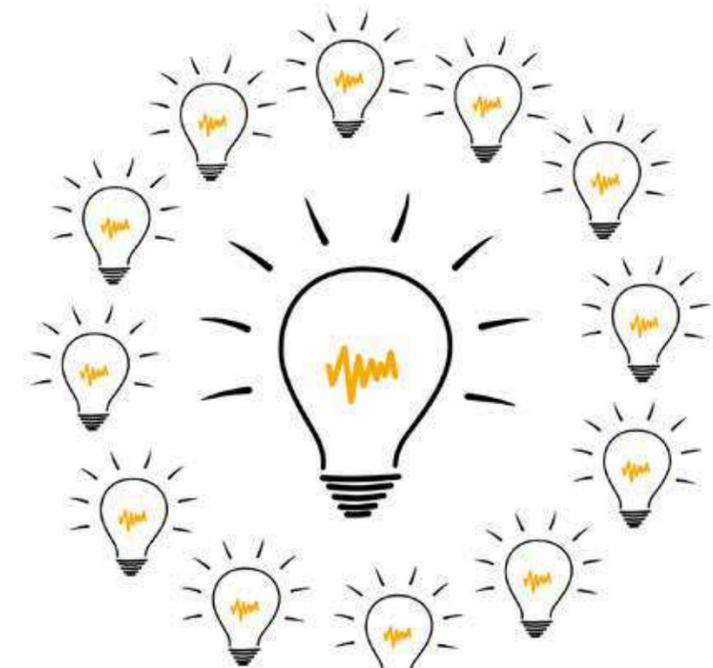
Software design

Programming upgrades

Cloud transitions

New software assessment

Vendor interviews



3

SERVICES

IT Staffing

Special Staffing Services

Want to outsource your technology department? Consider our benefits not common in the industry.

We are uniquely positioned to:

- Assist in technical job placement
- Provide overflow and staff augmentation services
- Offer support training
- Make guarantees not available from normal staffing agencies

Most managed service providers do not traditionally provide these staffing services.

Ongoing Support

We coach and train each technical person placed to ensure they succeed in their new position. This support is also available for any member of your existing technical team.



3

SERVICES

Vendor Coordination

Keeping track of vendors, their responsibilities, and their contract status can be time-consuming. We partner with our clients to manage all vendor relationships that touch technology:

- Phone systems*
- Audiovisual*
- Computer systems*
- Servers*
- Cloud services*
- Security systems*
- Video surveillance*

We will manage all contracts and ensure that vendors provide what they promised. When a problem occurs we will coordinate with the appropriate vendor to resolve the issues.



You can stay focused on what's most important to your business.

3

SERVICES

Mobile App Development

We build, test, deploy, and maintain custom software applications. We're constantly perfecting our development process so you get smarter software without any hassles.

1. Shape your idea

We work with you to think through the details of your idea. We use product roadmaps, wireframes, mockups, and user stories to make sure it's right.

2. Build your application

We focus on stress-free software development. We use best-of-breed agile development processes to deliver exceptional project management—and of course code—to your business.

3. Improve your application

Once your product launches, we'll continue to build features and support the application as necessary.

You'll get consistently good results with minimal frustration because of the processes and tools we use.

Direct Communication+ High-Levels of Organization+ Careful Planning + Best Code = *Happiness*

NETWORK MONITORING



4

NETWORK MONITORING



Network Monitoring

Network Analysis

By constantly monitoring your network, we spot problems before they cause damage and data loss.

We have the experience and tools to:

Monitor- We don't just handle technology—we monitor it on a regular basis.

Analyze- Our continual analysis provides key data on your company's trends. We look at short, medium, and long-term usage of software and network equipment.

Advise- Our powerful insights help your technology strategies and investments align closely with your business goals.

Proactive Protection

What does it take to block the bad guys from messing with your network?

Real-time scanning and surveillance are typically part of network monitoring.

Doing this well can be a challenge, though.

We constantly invest in:

Tools- The latest and best to assist our engineers.

Training- Continuing education to keep our staff sharp.

Time- Dedicated thought on how to keep your company most secure.

Secure your business by securing your network!

BUSINESS CONTINUITY



5

BUSINESS CONTINUITY

Business Continuity Plan

We work with you to make sure you have a plan in place before you have a problem. Keep your business operating smoothly, your data safe, and your people productive. It all starts with a good business continuity plan. An effective plan is crafted of 5 strategic parts:

Understanding the Risk- *Be prepared to handle different kinds of threats. Does your business have a contingency plan for natural disasters—fires, hurricanes, floods, and tornadoes? And do you realize the biggest common risk to a company's IT infrastructure is its own people?*

Planning- *Benefit from our team's expertise to create the best backup plan for your business that is customized, cost effective and flexible*

Prevention- *Merely purchasing a firewall and anti-virus software is insufficient. Network security requires multiple layers of protection. We have invested heavily in high-end software systems, effective processes, and employee education. Working with us means you can leverage this investment to benefit your small or medium-sized business.*

Monitoring- *The network is complex, but someone needs to monitor it. We make this easy for you with our regular assessment service. This comprehensive process involves collecting data in an encrypted file, and then analyzing the data to compare it with industry norms and best practices.*

Mitigation and Recovery- *We help you determine what type of backup and recovery plan is best for your company to help you make choices.*

CLOUD SERVICES



6

CLOUD SERVICES

Cloud Services

Migrating to the Cloud keeps your business safely operating and infinitely expandable. We guide you through the selection process of which cloud server is the best fit for your business and help you transition from in-house physical servers or virtual infrastructure to outsourced infrastructure.

Been there- Done that!

We are well qualified to assist you! We insist that our technicians receive regular education and certification. And we use the same cloud services we recommend—so you know you are getting expert advice.

Don't overpay or get locked into the wrong plan selections. With the right integration team, you'll be up and running quickly and stay productive the entire time.

6

CLOUD SERVICES



Cloud Services- *Partnerships Matter*

Solid Partnerships

Amazon Cloud Services- We decided to partner with AWS not because they are the largest cloud computing provider but because they consistently rank the best in the field. As an AWS consulting partner we have the tools to assess the benefits and the risks of migrating your business to the cloud and the experience to plan and execute a full or hybrid cloud migration. We are proud to be an early AWS Consulting Partner and are ready to equip your business effectively use the Amazon Web Services.

Microsoft Cloud Services- Most businesses still run on Microsoft. Or if they don't, they interact with businesses that do! As a Microsoft Partner since 2001, we've developed great relationships that allow us to get effective solutions, deliver quality services, and provide world-class support. We have access to the latest demonstration software and incredible learning tools. You'll benefit from our volume licensing access and incentives, pre-sales support, and advisory services. As one of the first Microsoft Cloud Partners, we live and breathe the Microsoft ecosystem, from Office 365 to Azure! Let us help you discover the full benefits and features of the Microsoft products you're investing in.

6

CLOUD SERVICES

Cloud Services- *Partnerships Matter*

Solid Partnerships

Edge Hosting- Edge Hosting's CloudPlus combines a dependable IaaS enterprise cloud, scalable software, secure perimeters and managed services. CloudPlus is built with security at its heart. With 5 Tier security, Edge includes IPS, dedicated firewalls for every customer, private VLAN isolation for workloads and enterprise anti-virus as standard features. Their compliant cloud solutions include web application firewalls, DDoS protection, File Integrity Monitoring, Log Offloading, Dual Factor Authentication, Encryption and Private Infrastructure. PCI, HIPAA, FedRAMP and SSAE16 compliance is achieved quickly and affordably. Cyber threats can be tracked with the Security Dashboard in the Edge Customer Portal in real time.

Intel-McAfee Cloud Security- As an Intel Security Partner we offer our clients the best security products available, combined with 24/7/365 local, US-based support. With Intel's purchase of the McAfee, MXLogic, and Nitro security products, they have the resources and commitment to stay ahead, even as the sophistication of threats increases. The best security is only as good as its implementation. As part of our layered security model, Intel consistently delivers a better end user experience along with engineering excellence. Our partnership with Intel provides us the training and tools to fully support the constantly changing security needs of our clients.

OUR PARTNERS



7

OUR PARTNERS

Partnerships Work

You may already recognize the names of some of our trusted partners! We choose proven allies to assist us in assisting you!

