



## **virtual CIO** **(vCIO) Services**

**Unleash Success with Integrated Expertise**

*Protelligent's virtual CIO (vCIO) services will lead your IT organization into the future with innovation and tactical planning that offer a new level of success while controlling expenses and saving you money.*

*For an affordable price, outsourcing gives you access to executive level skills and proficiencies that only a six-figure CIO can provide.*



Our virtual CIO (vCIO) services level the playing field for small and medium business by providing flexibility of scale, access to vital resources, and the expertise to turn your IT structure into a competitive enterprise-class organization.

We use our breadth of experience and act as a personal guide to support all aspects of the CIO position.

From engaging business leadership, strategic planning, and deployment to designing and implementing all information and communication operations, we position your IT organization as a critical part of your business, rather than its more typical view as a cost center.

Our vCIO services enable your company to do more with less – to truly do things cheaper, better and faster.

## vCIO Service Framework

- Provides strategic and tactical planning, development, evaluation, and coordination of the information and technology systems.
- Facilitates communication between staff, management, vendors, and other technology resources within the Client organization.
- Oversees the back office computer operations of the Client information system, including local area networks and wide-area networks.
- Responsible for the management of multiple information and communications systems and projects, including voice, data, imaging, and office automation.
- Oversees the designs, implements, and evaluates the systems that support end users in the productive use of computer hardware and software.
- Oversees cyber security and regulatory compliance initiatives, including vendor management and professional services as needed.



### **OUR APPROACH**

It's our belief that forward-thinking is essential to the growth of any organization, and that strong partnerships are a cornerstone to successful long-term planning.

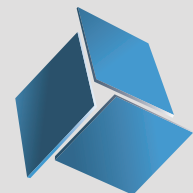
Protelligent's technical expertise and depth of experience engages IT professionals and business leadership, fostering strong partnerships and collaboration. It's this type of foundation our customers depend on to help set strategic direction and vision that realizes future growth. Our level of commitment, quality and integrity has earned us customer retention rates that are second to none in the industry.

## On-going CIO Management Support to Client

- Engage leadership in IT initiatives
- Provide IT growth strategy and long term planning
- IT budget initiatives and cost accounting
- Establish hardware standards and lifecycles
- Create IT department structure based on best practices
- Establishing and leading of an IT steering committee
- Assess skill set of current staff and suggest wage adjustments as applicable
- Provide coaching for IT staff

## On-going CIO Management Support to Client

- Quarterly, on-site client meetings, each two days in duration.
- One monthly senior leadership/IT steering committee conference call, one hour in duration.
- Three of these to be addressed during on-site meetings noted above.
- One weekly IT operations conference call with IT staff, one hour in duration.



# about us

Since 2002, Protelligent has been leveling the playing field for small and medium-sized businesses. We deliver enterprise-class IT and security solutions, positioning you to achieve your vision, in the face of ever-increasing competition and constant change.

Our team at Protelligent personally understands the value and impact a strong and integrated IT organization can have on a company's future growth. IT organizations are evolving along with technical advances to take an even more critical role in maximizing efficiencies and driving new strategies. Protelligent's objective is to leverage this momentum and help enhance your business' current success.

We start with the belief that building a relationship is at the core of a great partnership and that fostering collaboration between IT professionals and key business leaders is essential. This generates a culture of trust, engagement, and commitment to a solution that goes beyond the needs of today and maximizes the opportunities of tomorrow.

Protelligent is passionate about delivering custom IT solutions to each customer with integrity and quality service. We have the technical expertise and depth of experience required to assess your current status, define the industry's best practices and tools, and develop a seamless plan that uniquely fits your requirements.

It is this type of personal guidance and strategic vision that customers trust and depend on. Our customer retention is second to none in the industry and our customer referrals are how we judge our success.

They turn to us for Managed IT, Cloud Services and Datacenter Hosting, CloudDR, Virtualization, IP Telephony, Security, and IT Professional Services. We also cultivate strategic partnerships with vendors critical to our service delivery.

Our customers value our ability to be proficient, proactive, and reliable. We are committed to helping them build and maintain the best possible end-user experience at the lowest possible cost.



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