PROXIOS

Proxios **IT as a Service** (ITaaS): The "Human-ware" Difference

Discover a Different Way to Outsource Your IT Services

High performance results require a high performing team and delivery model

Normally when we talk about IT the discussion involves either hardware or software. Proxios believes that what truly makes all of the technology within IT effective is the human element – or what we refer to as human-ware. It is the individuals and the organization that designs, implements and supports the hardware and software that comprises IT that determines whether or not it provides consistent value to the company or organization. As a cloud-based service provider, Proxios has put this approach into practice by assembling a highly skilled team and coupled it with a service methodology that we believe is second to none.

The Service Challenge

Of companies that terminate outsourcing partnerships, 71% say the main reason for termination is dissatisfaction with overall quality and 20% blame poor communication.[1]

At Proxios, we believe that you deserve better.

You deserve a team that knows you and that understands your account's specific needs. You deserve to speak to the same team of experts every time, not to countless automated voices at the other end of a 1-800 call. Most of all, you deserve the highest quality service whenever and wherever you need it.

Proxios Service makes your team of dedicated experts available 24 hours per day, 7 days per week and 365 days per year.

After all, the world doesn't close down at 5 p.m. and neither should your IT service.

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The Proxios Way: Dedicated Experts for Real Solutions

Say Goodbye to Substandard Service and Hello to Personalized Attention

At Proxios, we realize that quality customer care incorporates all aspects of the service experience. Beginning with sales and progressing to daily operations and performance monitoring, we strive to continually improve the customer experience.

Quick Facts

- >95% excellence rating on service queries
- Cisco Certified Cloud Managed Services Provider
- Over 275 years of IT service delivery management experience
- Certified Professionals on staff in:
    - Cisco Networking
    - VMWare Server Virtualization
    - Citrix Desktop Virtualization
    - Microsoft IT
    - Cisco Unified Communications (Voice)
    - CommVault Backup Software
    - Project Management

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The Customer Experience: Pre-Sale

Even before you finalize your agreement, your Proxios team will be hard at work. Proxios experts will work with you to get the scope of your business's unique needs. We will then work with your business teams until we are certain that everyone is excited and confident about the move to our Proxios Cloud.

When you are ready, we migrate you with a seamless cutover. Your business experiences no downtime at all.
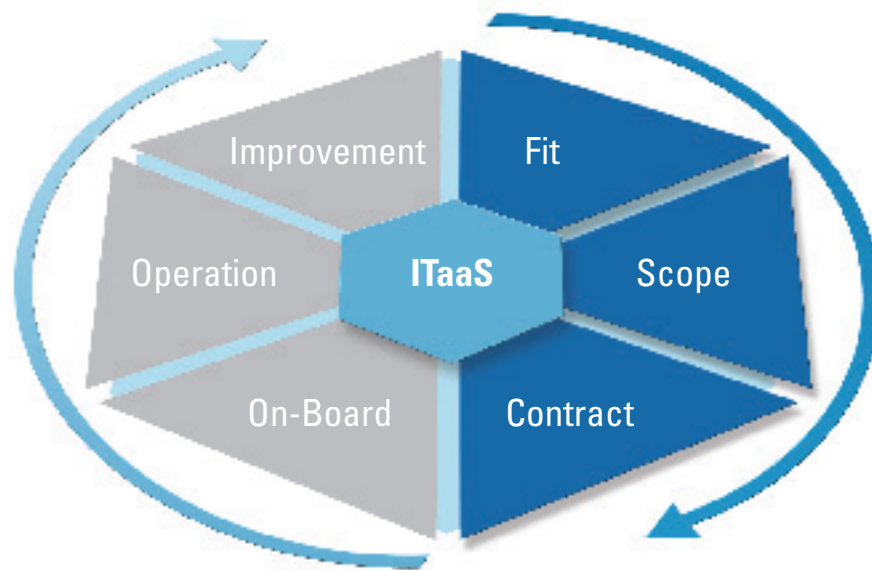
Fit

First, we identify how moving to the cloud will benefit your business. We show how our capabilities deliver these benefits and engage your business team in the key decisions that must be made for your cloud migration to be a success.

• Business Needs Assessment
• Capabilities Review
• Decision Team

Scope

Proxios scopes the ITaaS services you will need and assesses the readiness of the communications network. This analysis includes a budget review of IT cost per employee to determine the most cost effective solution for your company.

• Network Assessment
• Application Review
• IT Budget Analysis

Contract

A detailed proposal is provided with a scope of services and fees, and the suggested implementation schedule. Terms and conditions are finalized, including the monthly subscription cost, warranty, and our service level guarantees.

• Proposal
• Pricing
• Agreement

The Customer Experience: Post-Sale

The onboarding team then takes over adding applications to the Cloud, testing the network, and working to verify that everything is running smoothly. To ensure a smooth transition for users, training will be conducted at your location and a member of the Proxios support team can reside on-site for the first week or work remotely to answer any questions.
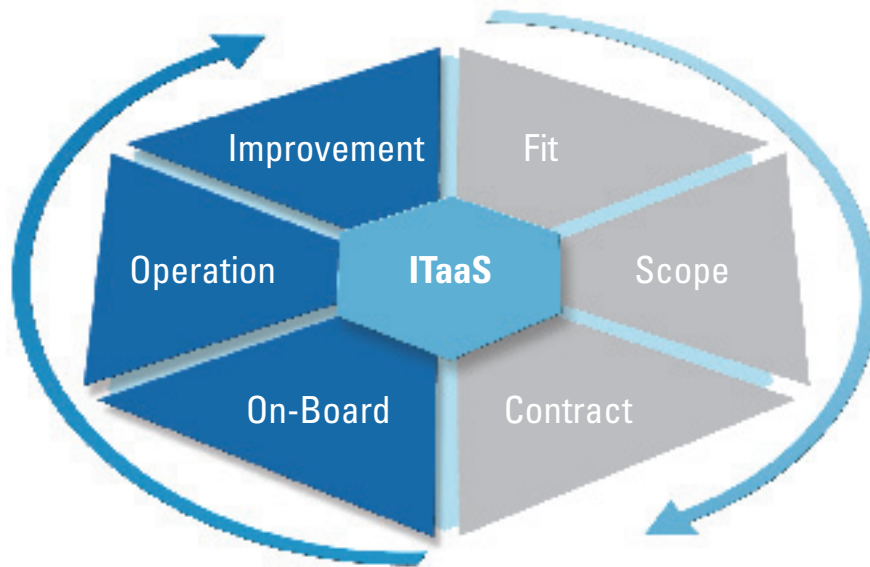
On-Board

Next, Proxios installs your applications such as Microsoft Office to run in a virtual environment for each user. Network performance between your site and the Proxios Cloud is tested and upgraded if required and your company tests all applications before going live.

- Project Team
- Network Upgrade and Testing
- Install and Deploy Applications
- Application Testing
- User Training

Operation

Once the system is live, Proxios monitors your virtual environment in real time to ensure our service level commitments are met. Software upgrades and patches are installed as required, anti-virus software is updated, and any network failures are immediately isolated and addressed.

- Performance Monitoring
- Help Desk Support
- Application, Network, Device Maintenance

Improvement

A Proxios Account Manager works with you on continuous service improvement and on new requirements including software upgrades, new applications, hardware updates, and incorporating new services such as VOIP telephony. Proxios also provides consulting regarding your IT usage, and how you can best profit from your IT investment.

- Software Upgrades
- New Applications and Services
- Hardware Upgrades
- Network Assessment
- Consulting

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The Human-ware Team

Our customers rely on us to do the very job that they no longer want to do themselves, and they are counting on us to perform to the highest standard. A team of high performance domain experts in cloud technology and a 24 / 7 friendly, knowledgeable and responsive Service Desk team, stands behind the technology.

Customer Service Powered by Great People

At Proxios, we know that our customers rely on us to perform to the highest standard. To meet that standard, we utilize a team of high-performance domain experts in Cloud technology. Our friendly, responsive Service Desk teams stand behind that technology and offer support 24 hours per day, 7 days per week, 365 days per year.

Service Delivery Account Manager

Your Service Delivery Manager is your customer service leader and meets regularly with your team to make sure that your Proxios Cloud service performs to the standard we offer. He or she ensures that you receive the highest level service and oversees the communication between you and your team.

Service Delivery Associate

Your Service Delivery Associate works closely with you and with your Service Delivery Manager to manage day-to-day account responsibilities. He or she can assist you with a variety of needs, including: placing orders, communicating with your team and exploring opportunities that will maximize your IT Cloud investment.

Service Desk Team Members

Your Proxios Service Desk Team Members work exclusively on matters pertaining to your account. You can reach the Service Desk to receive assistance resolving service problems and for any other necessary support with your service.

Business Systems Team Members

Your Business Systems Team Members work exclusively on matters pertaining to your applications and virtual computing environment. They also provide assistance resolving matters that have escalated from the Service Desk.

Infrastructure Experts

Your Infrastructure Experts work exclusively on matters pertaining to your network and hardware infrastructure. They also work with you and your team to resolve incidents, requests and problems that are escalated from the Service Desk.

The Proof

LeClairRyan is an entrepreneurial, full service law firm that provides business counsel and client representation in corporate law and litigation. With offices in California, Connecticut, Massachusetts, Michigan, New Jersey, New York, Pennsylvania, Virginia and Washington, D.C., the firm has approximately 350 attorneys representing a wide variety of clients throughout the nation.

"We are working with a single strategic partner to overhaul, upgrade, and position IT Infrastructure to enable LeClairRyan's business objectives. Accomplishing our three phase project with certainty and reliability is "top of mind" and working with Proxios and a fully vetted set of foundations technologies that are fully integrated are 2 major reasons that this is a success" said Bud Phillips, LR CIO.

Burlington Medical Supplies is a leading manufacturer of customized X-ray protection including X-ray protective aprons, leaded glasses and accessories. It supplies and distributes these products throughout the United States to medical, dental and veterinarian facilities.

"Proxios' cloud allows us to focus on growing our business and serving our customers better with our industry-leading X-ray protection products. Our employees are able to work more efficiently, respond quicker to customer requests and be more productive overall," Williams said.

Atlantic Specialty Lines is a wholesale insurance and risk management company with five locations and over 100 employees. The company offers a variety of property, casualty, auto, professional and personal lines of coverage exclusively to retail independent insurance agents.

"We are very satisfied with Proxios," Johnson said. "Since we are in the service business, when our customers say jump, we say how high. The Proxios cloud service makes it deliver the quality of service we need in order to succeed against our competition."

The Fund for Public Health in New York, Inc. (FPHNY) is a non-profit organization dedicated to the advancement of the health and well being of all New York City residents. The organization implements programs to address pressing public health needs, develops private sector support for enhancing the health of New Yorkers and educates New Yorkers about the role they can play in protecting their own health and the health of their families and communities.

"We needed to upgrade our IT infrastructure, but we didn't have the resources to purchase a new system," said Amy Dixon, Director of Grants and Finance. "The cloud was the obvious answer for us."

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Proxios is headquartered in Richmond, Virginia and is in the business of IT as a Service (ITaas). As a provider since 1999, we have proven knowledge and experience to move customer infrastructure to the cloud, freeing customers to do what they do best, driving real business value from the applications that help run your business. We provide a wide range of cloud services to our customers throughout the United States and Canada including telephony and collaboration, business virtual desktops, and application hosting that help run their businesses.

1 - Deloitte 2012 Market Survey, Page 16

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