

# Technology Shouldn't Get In the Way of Innovation and Growth



CCS Makes Your Business IT Burden Free

# Growth & Innovating Forward

Innovating and managing growth in an ever-changing global economy should be among every CEO's top priorities.

CFO's today need to be innovation managers in addition to looking at the bottom line.

Outsourcing versus Insourcing? How can companies realistically assess their needs to determine the proper pathway and strategy for short term and long term IT success?

Whether your IT Department is run by the CFO, CIO or a team of 100 — the endgame for any company is to increase efficiency, lower costs and to become IT Burden Free.

From Project Management to ongoing Managed Service Contracts and numerous suites of services in between — Clare Computer Solutions (CCS) helps your team focus on your core business.

## CCS Provides IT Solutions For These Industries and Sectors

- Healthcare
- Construction
- Engineering
- Manufacturing
- Finance
- Legal
- Insurance
- Accounting
- Professional Services
- Public Sector
- Architecture

## CCS Creates a Technology Strategy to Complement Your Future Plans

- Intelligent Planning and Strategy
- IT Managed Services
- IT On Demand
- Cloud Computing
- Data Backup/Recovery
- Networks
- Communications
- Equipment
- Budgeting
- Project Management and Implementation

# The Changing IT Landscape

## CFO's New Role

According to a 2013 article in Inc. Magazine, CFO's today are often pushed to not only manage the finances, but they must bear the role "Chief Innovation Officer."

For many CFOs this is a logical progression, but all too often they are too busy to create and execute a strategic plan for a long term IT program that will grow as the company grows.

CEOs, CFOs and CIOs need a trusted resource that they can turn to when they are overburdened with requests, are in a crisis, have a special project or need services. Who should they call when they need answers and help with their IT needs? The answer is Clare Computer Solutions.

## A Commitment to Ongoing Education

CCS hosts seminars, webinars, conferences and "Lunch 'n Learns" on an ongoing basis to help keep our customers informed about tools, tips and trends affecting the industry. The monthly newsletter offers tips, trends and insights for best practices for IT management in these changing times. Visit the website for upcoming events and to sign up for our monthly newsletter. In addition, our team receives the highest quality certifications and training to ensure that they are delivering the best practice service by utilizing the optimum tools for our client's business needs.

Would you like CCS to give a presentation about a particular IT topic to your business group or company?

Contact [info@clarecomputer.com](mailto:info@clarecomputer.com) or call 925-277-0690.

The Gartner logo is displayed in a white box on a dark blue background. The word "Gartner" is written in a bold, blue, sans-serif font, with a registered trademark symbol (®) to the right of the letter "r".

"The digital world has gotten very real, very fast. A wave of digital opportunity is here, yet many business and IT organizations are not fully ready to exploit it. Old practices, safe relationships and legacy technologies are no longer enough, demanding that CIOs partner with business peers to embed innovation and envision bold new options.

As a CIO, it's critical for you to see and act on digital opportunities right away—equipped with the practical tools and techniques required to lead the way to change."

Q. Why should CEOs pay attention to the IT needs of their company?

A: CEOs are responsible for the bottom line growth of their company. If the IT needs of the company are not strategically addressed issues can arise putting the company at risk. Potential issues such as natural disasters, malware, data breaches and server disruption can occur costing hours of downtime as well as loss of revenue.

Q: How can C-Level executives be free from worrying about day-to-day details of the company's technology, yet stay well informed, and affect strategies for the company's IT?

A: CCS can help C-level executives determine the optimum route for their company's technological and IT future.

Q. Is migrating to the Cloud right for you?

A. CCS can help determine the ROI and other benefits from Cloud Computing with a Cloud Feasibility Assessment.

Q. How do I start preparing for Disaster Recovery?

A. CCS offers these five DR tools:

1. Robust protection for your company.
2. Quick access to the data.
3. Plans for conducting business via remote means or a temporary location.
4. Regular testing of data backups and business continuity systems.
5. Periodic reviews and updates of your DR plan.

Q. At what point should we set up a strategic IT plan?

A. Every company needs custom designed or standard solutions for information technology as new challenges often arise when businesses grow. CCS's twenty specialists are available to start working immediately with you to fully realize your company's IT solution plan to meet your needs for today and tomorrow's growth.

Q. How do I know when have I outgrown my current needs?

A. Companies cannot reach their business goals unless they incorporate an effective IT strategy to ensure that they will have the tools to meet their needs now and into the future.

Clare Computer Solutions has provided "Virtual" CIO services for hundreds of companies. Contact us to see what a Virtual CIO can do for your company.

# About Clare Computer

Clare Computer Solutions has been providing high quality IT Network Services and Network Support to Bay Area companies since 1990. CCS has installed over 2,400 multi-user networks and serviced many more. Clients represent diverse industries including: healthcare, manufacturing, construction, insurance, service industries, legal, hospitality and more throughout the San Francisco Bay Area and Northern California. The company is based in San Ramon, California.

## Our Services

We have experience in deploying solutions utilizing technology from Microsoft, Novell, Citrix, VMware, Cisco, Hewlett-Packard, Dell and many other industry leaders. Our long-term relationship with these manufacturers ensures considerable depth of knowledge in these products, and how they interoperate. What this means to our clients: solutions are deployed quickly and correctly.

## Our Process

CCS strives for seamless integration and high touch customer service from the most highly certified and trained team possible. Clients are kept informed with monthly reports and quarterly reviews. From our detailed invoices to our process, clients regularly report that they appreciate our level of detail and transparency when it comes to their business. Our internal performance guidelines ensure that we continue to perform at peak level to service all of your IT needs.

## Our Mission

CCS is a technology partner committed to our client's future by listening, strategizing and implementing cost effective technology solutions. We are an extension of our client's business and are interested and committed to their long-term success. We ensure that your technology supports the vision, experience and the passion that is the basis of a thriving business.

## Our Vision

We are dedicated to becoming the premier technology solutions provider in the Bay Area by following these three tenets:

- Listening to our clients and understanding their needs
- Becoming our client's trusted advisors
- Following best practices, processes and systems which create greater responsibility and accountability to the client and to each member of our team

## Our Core Values

Commitment  
to Service

Dedication  
to Innovative  
Solutions

Intelligent  
IT Planning

# About Clare Computer

## Management

### Brad Mendonsa – Chief Executive Officer

As Chief Executive Officer, Brad leads the Clare Computer Solutions team to provide businesses in the San Francisco Bay area with strategic technology, helping executives navigate the challenges that they face with IT strategic planning and solutions.

Brad joined CCS as a technology consultant in 2006 as part of a merger with Golden State Networks, a company he co-founded. He has transformed the culture of CCS from responding to incidents to a provider of highly professional, proactive IT support and consulting services.

His 24 years experience in computer network support and consulting brings a strong client service ethic and approach. "Our biggest goal is to give our clients peace of mind around their IT needs." He was promoted to VP of Operations in 2007, then named CEO of Clare Computer Solutions in 2011. His knowledge and expertise in IT consulting, networks and systems combined with his marketing and sales background ensures that clients will receive the best services for their budget and forward thinking solutions to their IT challenges.

### Ralph Lawhorn – President/Chief Operations Officer

As President and Chief Operations Officer, Ralph leads the Clare Computer Solutions operations and technical service divisions ensuring that clients receive optimum results for their IT budgets.

Ralph has been with the company for over 22 years and has played an integral part in the building and growth of CCS. He has held numerous roles in the organization and has served as President for the last 10 years. In addition to overseeing the company's operations and service divisions, his astute acquisition strategy has been responsible for expanding the company's client base, depth of service offerings as well as improving the talent, certifications and education of the CCS team.

"We've built our business based on integrity, providing outstanding solutions, and having the best people and systems possible to efficiently work with our clients and their businesses to develop sound strategic IT plans and solutions." A former Certified Engineer in multiple technologies, Ralph has extensive experience with the delivery of both on site and remote service as well as the design and implementation of complex IT solutions. He is uniquely qualified to run day-to-day operations as well as assist with strategic acquisitions.

## Our Core Values

Best Practices  
For IT

Seamless  
Process

Highest  
Certifications  
and Training

## Articles

Planning For A Disaster February 2014, California Lawyer Magazine

Clare Computer Gets New CEO, COO, March 2011, San Francisco Business Times

## Press Releases

1/9/2014 - [Clare Computer Solutions Provides Four Reasons Why Businesses Need to Develop a Windows XP Migration Plan Now](#)

4/21/2013 - [Clare Computer Solutions announces that it has added Datto SIRIS as part of its business continuity and disaster recovery solution.](#)

6/25/2013 - [Clare Computer Solutions, Announces Strong Growth Results for Fiscal Year 2013](#)

4/17/2013 - [Clare Computer Solutions, Provides Three Questions to Determine Data Storage Needs](#)

1/15/2013 - [Clare Computer Solutions, Announces New Majority Stockholders](#)

10/3/2012 - [Clare Computer Solutions Offers Tips For a Well-Planned Office IT Infrastructure Move That Will Minimize Business Downtime](#)

5/29/2012 - [Clare Computer Solutions Marks 22 Years in Business](#)

4/20/2012 - [Clare Computer Solutions Names Jim Bender as Business Development Specialist](#)

2/23/2012 - [Clare Computer Solutions to Hold Seminar Series on Cloud Computing for Business.](#)



# Certifications and Expertise

In addition to offering our core product, NetCentral®, CCS's proprietary managed Services Provider Contract Solution, which provides ongoing monitoring of the client's IT infrastructure, Backup and Disaster Recovery (BDR), we hold the highest certifications possible and have longstanding partnerships with these partners and others.

## Technical Certifications

Clients need to know that the company supporting their network has the skills and experience required to effectively maintain their systems and prevent problems. Clare Computer Solutions has experience with most major computer and networking product vendors, and holds many distinguished certifications.



MICROSOFT – 20+ years as authorized reseller

Company Certifications:

Gold Certified in Midmarket Solutions Competency

Silver Certified in Servers Competency

Silver Certified in Desktop Competency

Engineer Certifications on staff: MCP, MCPIT  
(formerly MCSE)



CITRIX - 15+ years as authorized reseller

Company Certifications: Silver Reseller

Engineer Certifications on staff: CEA

Citrix Certified Advanced Administrator



HEWLETT PACKARD – 20+ years as  
authorized reseller

Company Certifications: Gold Partner



VMware – 5+ years as authorized reseller

Company Certification: Professional  
Solutions Provider

Engineer Certifications on staff:

SVSphere5-VIP Certification



CISCO – 15+ years as authorized reseller

Company Certifications: Premier Partner

Engineer Certifications on staff: CCNA, CCDA, CSE



SYMANTEC– 10+ years as authorized reseller

Company Certifications: Enterprise Solution Partner

Also authorized reseller for: Barracuda, Axcient,  
Sonicwall, VMware, McAfee, Trend Micro, Allworx,  
APC, Beachhead, Dell



# Testimonials

Torani

"The Backup and Disaster Recovery (BDR )device is a vital part of our infrastructure now. This solution is serving day-to-day back up of data and images and is ready at very short notice to virtualize a down server."

Dolan Foster

"We realized that we could get the best value from our IT investment if we partnered with a company that specializes in managing IT assets. We were looking for more than just a go-to company for repairs or upgrades. We wanted Dolan Foster's IT infrastructure to be fully managed."

NUVIS

"NUVIS has been very impressed with the professionalism, responsiveness and technical competency of Clare Computer Solutions' consultants."

City of Brentwood

"Thanks to the vision of the team at Clare Computer Solutions, we can look at this as not just a security project, but a global solution."

Oakland Schools

"With Clare Computer Solution's expertise and project management skills we were able to relocate into a permanent facility with minimal impact on the users."

\*For a list of case studies and testimonials by industry type visit the website: [clarecomputer.com](http://clarecomputer.com)

Realize the Power of Technology

**CLARE COMPUTER**  
**S O L U T I O N S**  
*Realize the Power of Technology*

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