



One Source for Complete Telecom and IT Services

GRUDI
ASSOCIATES
Innovative Solutions
Simplified Telecom & IT

Ten Advantages of Grudi Associates

The power of telecom and IT can provide the capabilities, control and competitive advantage you need to take your business to a new level. At Grudi Associates, we make it happen by keeping your people and processes connected through continuous, real-time access to networks, systems and the cloud. We deliver the services, expertise and resources necessary to get the most out of your telecom and IT investment and achieve maximum success.

A Single Source for All Your Telecommunications

We offer a complete range of telecom and IT services to help your business succeed. Instead of dealing with many reps from different providers, you work with one highly knowledgeable Grudi Associates telecommunications specialist who can cut through the clutter and alleviate confusion. That means you get the best solution while saving time and money with no hassle.

All the Right Connections

At Grudi Associates, we have formed strategic partnerships with Verizon Wireless, leading voice, data and cloud providers, and other national and regional telecom/IT partners so we can connect you with the right choices for your specific needs. This gives us the ability to offer the best comprehensive telecom/IT solutions for your business.

Managed SolutionsSM

To help you address the complexity and sophistication of today's telecom/IT environment, Grudi Associates offers Managed SolutionsSM – our comprehensive, outsourced approach to optimizing your telecommunications. Services are custom designed to handle anything from invoice review and management to the complete design, acquisition and implementation of your telecom solutions.

The Expertise You Need

Staying on top of the many opportunities, challenges and pitfalls in the rapidly changing telecom/IT world is a full-time job. Our staff of seasoned professionals has the knowledge and experience to develop the right solutions for you. They also stay ahead of the curve to make sure you continue to optimize your telecommunications far into the future.

Take It From Our Customers

We are always happy to provide references who will share their experiences with Grudi Associates and the benefits we provide to their organizations.

Professional Project Management

In addition to helping evaluate your telecom/IT needs and develop the best, most cost-effective solutions for your business, our expert staff will guide and assist you through every aspect of the implementation and conversion process, making the transition as seamless and efficient as possible.

Longevity You Can Rely On

Grudi Associates has been in the telecom/IT business for over two decades. That is important because you need a company with the experience to develop the right solutions and a proven track record of success. It also means that we will be here for years to come, which is especially meaningful in an industry where the average rep only lasts a year or less.

The Grudi Approach

At Grudi Associates, customer care means much more than making the sale. Our commitment to optimizing your telecom/IT starts with our first contact and extends through pre-sale analysis and consultation, delivery and implementation, and after-sale support and assistance. We view it as the difference between a supplier and a partner.

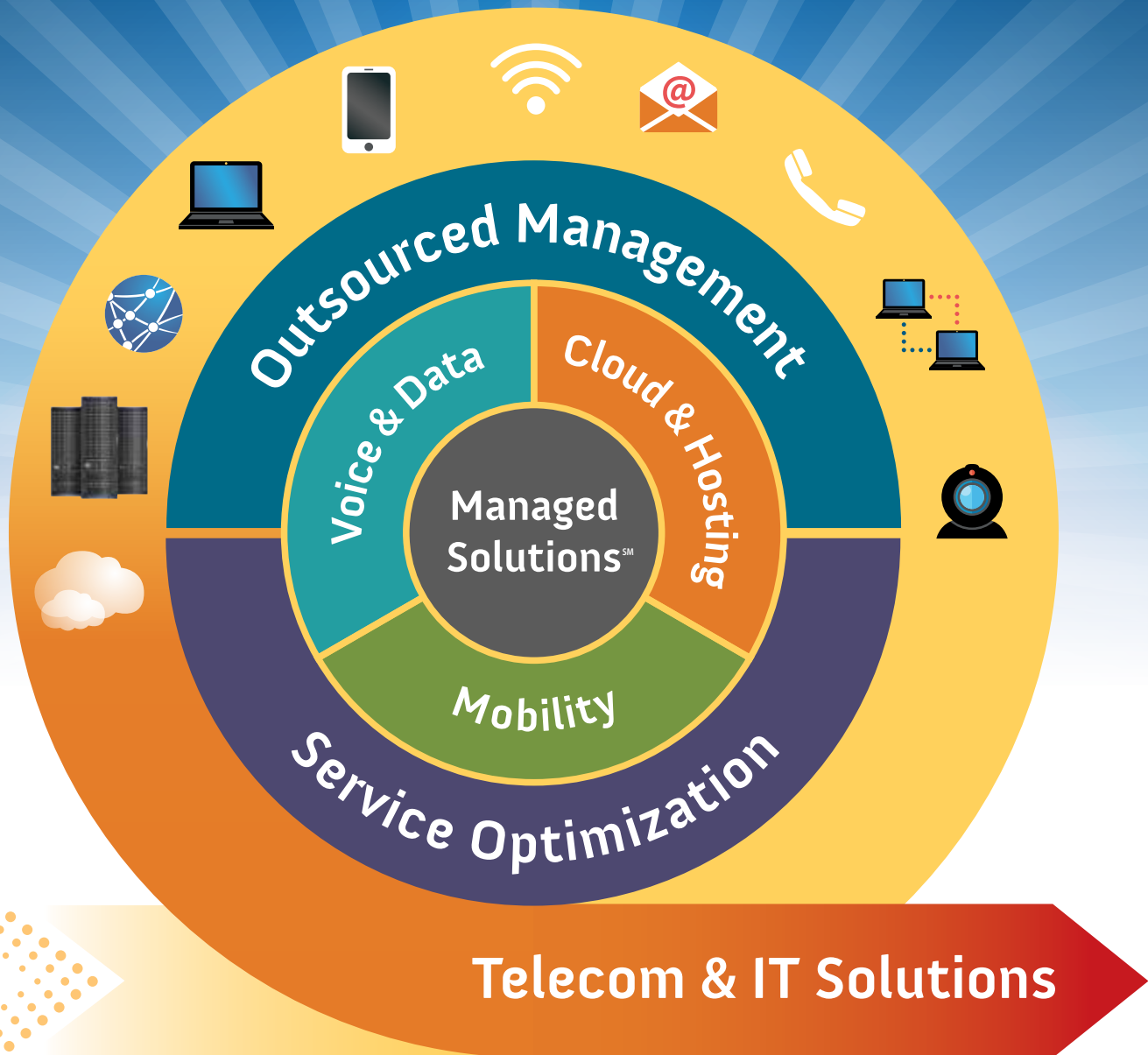
Long-Term Relationships

When you choose Grudi Associates, you are getting a partner who is in it for the long haul. That is why we make recommendations with the greatest long-term benefits for your organization, rather than quick fixes and short-term solutions. We know that our success is dependent on yours, today and tomorrow.

Award-Winning Staff

We are very proud of the industry awards earned by our customer service staff and account executives. They honor and showcase the exceptional commitment and performance of our people. The most important testimonials, however, come from our customers, who know firsthand the benefits and value our staff provides.

Connecting People, Process and Data



The Grudi PromiseSM

All of our services are backed by The Grudi PromiseSM.
Details are on the back page.

Managed SolutionsSM

- Comprehensive Telecom & IT Services
- Customizable to Customer Needs
- Leverages Outsourced Management & Service Optimization
- Developed by Grudi Associates in 2002

Outsourced Management

- Colocation & Cloud Services – Cloud & Hosting
- Mobile Device & Application Management
- Invoice Management
 - › Proactive Monthly Service Review & Recommendations
 - › General Ledger & Account Code Breakdowns
 - › Rate Verification & Ongoing Optimization
 - › Proactive Disputes & Credit Resolution
- Contract Management & Negotiation
 - › Proactive Notification of Contract Terms & Renewals
- Inventory Management
 - › Identify Every Service & Line at Every Location
 - › Mobile Device Inventory, Upgrade Status & User Name Management
- Help Desk & Trouble Ticket Management
 - › MACDs – Moves, Adds, Changes & Disconnects
 - › Trouble Escalation and Resolution
 - › Comprehensive Wireless Help Desk Services
- Customized Reporting
 - › Monthly Savings Summary
 - › Monthly & YTD Spend Reports
 - › Exception Reports
 - › Excessive & No Usage Reporting
 - › Local Access Options

Service Optimization

- Mobile Device & Application Management
- Mobile Rate Plans
- Voice, Data & Internet Usage
- Technology
 - › Local Access Options
 - › Fiber-Based Solutions
 - › Trunking
 - › Cloud Fax Service
 - › Inventory Management
 - › Virtualization
 - › Cloud Services

Consulting Services

- Professional Project Management
- Needs & Services Analysis
- Optimizing Plan Structures
- Develop Mobility Policies
- Provider-Independent Recommendations
- Analyze Needs & Develop Cloud Solutions
- Effective Transition to Cloud-Based Services
- Disaster Planning
- Develop & Implement Backup Solutions
- Recommend Business Continuity Strategies
- Procurement Negotiation
- Bundled Voice & Data Services
- Complete Carrier Transitions
- Setup, Delivery & Training
- Provisioning & Installation Coordination
- MACDs – Moves, Adds, Changes & Disconnects
- Help Desk Services

Cloud & Hosting

- Consulting Services
- Applications Hosting
- Server Hosting & Management
- Data Center & Colocation
- SaaS, DRaaS, ITaaS, IaaS & More
- Migration to the Cloud
- Data Replication
- Disaster Recovery & Backup
- Hosted Exchange
- Email Replication & Continuity
- Email & Data Archiving
- Virtual Desktop
- IP Faxing & Cloud-Based Faxing

Voice

- Consulting Services
- Local – SIP Trunking, PRI, PBX Trunks, POTS
- Long Distance – Inbound Toll Free, Outbound Measured & Unlimited Options
- Hosted Voice
- Call Center Applications
- Cloud Solutions
- Salesforce Integration
- Converged Voice

Data

- Consulting
- Data Centers & Colocation
- Last Mile Solutions
- MPLS
- Wide Area Networking (WAN)
- Ethernet
- Internet

Conferencing & Unified Communications

- Consulting
- Collaboration
- Audio, Video & Web Conferencing
- Microsoft Lync & Office 365 Integration

Mobility

- Consulting
- Mobile Devices
 - › All Major Manufacturers
 - › Smartphones
 - › Feature Phones
 - › Tablets
 - › Modems & Hotspots
- Mobile Operating Systems
 - › iOS/Apple
 - › Android
 - › Windows
 - › BlackBerry
- Mobile Device & Application Management
 - › Deployment
 - › Security
 - › Monitoring
 - › Management
 - › Support
 - › Reporting
 - › MDM Solutions
 - AirWatch
 - MobileIron
 - BlackBerry Enterprise Server (Hosted & Premise-Based)
- Corporate Discounts/Employee Programs
- Third-Party Applications
 - › Industry-Specific Verizon Wireless Solutions
 - › GPS Tracking
 - › Push-to-Talk
 - › Machine-to-Machine Solutions
- Wireless Landline Alternatives
- Mobile Broadband
 - › USB Modems
 - › Jetpacks/MiFi
 - › Mobile Hotspots
 - › 4G Wireless/WiFi Routers
 - › Backup Solutions
 - Cradlepoint
 - Cisco Routers
- Global Coverage – Plan Options
- Messaging
- Accessories

The Grudi PromiseSM

At Grudi Associates, we have built our reputation for excellence on providing high-value telecom and IT solutions supported by truly exceptional customer care. To ensure that we continue to do so, we make this promise to our customers:

Service Optimization

We will:

- › Offer high-quality, cost-effective solutions that optimally meet your needs.
- › Be proactive and responsive in addressing all of your needs.
- › Keep you informed and up to date with current, proven technologies.
- › Advocate for your best interests when dealing with service providers and hardware vendors.
- › Provide clear, realistic conversion plans and schedules.
- › Have a professional, knowledgeable person answer the phone who will ensure that your needs are handled efficiently and effectively.

Outsourced Management

We will:

- › Save you more than our monthly management fee, guaranteed. If not, we will allow you to terminate our agreement with no penalty.
- › Process your telecom invoices in three business days or less.
- › Be here when you need us, up to 24x7x365, for Managed SolutionsSM customers.
- › Guarantee that you are pleased with our service. If we do not resolve an issue to your satisfaction, we will refund the related portion of your fee and take steps necessary to correct the situation.
- › Pay any late fees as a result of our delay in processing your invoices.
- › Meet with you annually at your site to review how we are doing and ensure that your expectations are being met.



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