

Managed Technology Services for SMBs



Maximizing Productivity & Profitability.

In this day and age, Small to Medium-Sized Businesses (SMB) realize that their data is worth millions of dollars. Just ask their principals. They also heavily rely on technology to run their operations, and every C-Level executive agrees that 'downtime' is unacceptable, and that millions are lost if technology becomes unavailable. But here's the challenge: Maintaining their investment in technology has traditionally been on a reactive basis giving up exposure to business continuity, lost revenues, and employee productivity. Why is this?

At Circulent™, we recognize that SMBs want a proactive approach to technology without the administrative or financial challenges!

The Marketplace Defined

It's a known fact that over 97% of system integration vendors found in the yellow pages are running break/fix operations. Their intentions are noble, but strictly short-term focused. They come, they fix the problem. They leave. Operationally speaking, how does this philosophy help you resolve your company's long-term technology goals so your employees are more productive and profitable to your bottom line? What about maintaining availability and redundancy to ensure business continuity 24 hours a day, 7 days a week? Better yet, what processes has the vendor instilled so the same issue doesn't return?

At Circulent™, we understand the dilemmas presented to SMBs. Typically, they are either (1) managing technology themselves, (2) have a technology FTE, or (3) are already outsourcing to a technology vendor.

By managing technology internally, allow us to ask how can your principals be productive at their own core competencies when they are responsible for doing two jobs at once? How can they address technology issues proactively and at the same level of expertise as a technology professional? Even with a full-time employee on staff, ask yourself, just how stretched are my resources? Is there sufficient coverage of your business continuity & business strategy so that absolutely no productivity & revenues are being lost? Lastly, if you are outsourcing to a third party, are your expectations being met? Is reliability and responsibility a factor, and are you in control of your data & infrastructure? Who's really working for whom? And what is your vendor providing for the long and short term to ensure your business is properly leveraging technology to promote high productivity, profitability, and customer satisfaction?

"Your technology strategy should answer the question, How much data, revenue, and productivity can you afford to lose?"

CEO, Circulent™

Our Value Proposition

Our philosophy at Circulent™ is focused around being proactive and building long-term relationships with our clients. We don't wait for problems to occur before addressing them. In fact, we're constantly working for your company, whether we're on or off-site doing project work, or simply risk assessing for a quarterly status update with you and your partners. Doing so not only boosts your productivity and profitability, but also allows us to better understand your business



processes and how technology can be better utilized. Working with companies that strictly have 100 or less employees allows us to build a rapport required to understand your personal needs and pains. Once understood, we can effectively address your technology issues on the network, security, and groupware fronts.

Our commitment to addressing & prioritizing issues with our clients has proved to be a great combination for success for both parties. Because we don't sit on our hands, uptime, availability, and productivity is at an all time high with our clients. Somewhere in the region of 99.999% the last time we checked! And remember, as we continue to strengthen our relationship with your company, you'll recognize how we want to not only educate you, but also have you take ownership of your data & infrastructure. We are working for you. Not the other way around!

What We Do

As you're well aware, technology covers many areas. Sometimes too many, which leads the general population to believe that that multiple vendors or resources are required to address all of a company's technology needs. This is not the case. Circulent™ was founded on the premise to provide a life cycle of bundled services for all our clients to take advantage of. Since every area of technology has tremendous overlap into one another, covering all major groups allows our teams to be an altogether productive solution for your organization. Alternatively, our diverse expertise provides your existing resources a path to fall back onto. For example, if you have an FTE (full-time employee) who needs proactive support in a specific area without the administrative headaches of another FTE, we can help. Remember that we understand the technology challenges you undergo.

Are You Addressing These Areas Proactively?

- Capacity Planning
- Asset Management
- Network & PC Optimization
- Network Monitoring & Upgrades
- Groupware Management
- Security Controls
- Ongoing Risk Assessments
- Business Continuity Planning
- Sarbanes Oxley/HIPPA
- Tape Backup
- Network Documentation

Infrastructure	Networking	Security	Groupware	IT Management
Data Hosting	Network Integration	Anti-Virus/Spyware	Mobile Solutions	Asset Management
Backup & Redundancy	Wired Networking	Firewall Management	CRM	IT Sourcing
Data Warehousing	Wireless Computing	Intrusion Detection	Digital Workspaces	Domain Management
Disaster Recovery	Remote Access	Encryption	E-Mail	Network Monitoring
PC & Software Support	Authentication/Encryption	Anti-Spam	Calendar for Workgroups	Project Management
Storage Management	Capacity Planning	IT Compliance	Instant Messaging	Risk Assessments

How Circulent™ Works

Whenever we meet a new client, the same question arises: How much time do you require to proactively support our company? Well, it depends on several factors: (1) Number of workstation & servers on your new or existing network, (2) Immediate pain points to address (3) Short term needs, and (4) Long term needs. Every company has a different list of issues to address. Some are long while others are short. Either way, we are more than able to adapt to your needs. What we're trying to do is provide you with 'Large Business Capability With Small Business Sensibility, Flexibility, and Affordability.'

We understand that building a relationship is a courtship. It takes time, trust, and respect for one another, which is why we encourage new relationships to start slowly. This is why we offer a **FREE TECHNOLOGY ASSESSMENT** to all new clients to demonstrate our level of commitment. This allows us to prove ourselves to your team, and simultaneously, let's us to qualify your needs to ensure a good match with Circulent™.

"To demonstrate our level of commitment, we offer a free technology assessment to new clients"

Dir of Marketing,
Circulent™

