

## What We Do

IT Roadmapping

Proactive Maintenance & System Health Checks

Backup & Disaster Recovery

Virus (Malware) Protection & Spyware Removal

Patch Management

Network Monitoring & Internet Connectivity

Application Deployment

End-User Support & Help Desk (On-Site, Remote Access)

Reporting at Client Defined Intervals

Hardware/Applications Sourcing & Financing\*\*

Asset Lifecycle Management

Project Level Engagements

Security Recommendations

\*\*Contact your CBI representative about leasing/financing options



Enterprise-class IT services and capabilities combined with a dedicated team of certified engineers and consultants who take accountability for managing IT as a business enabler

### CBI Quick Facts

Established  
1991  
(2 times longer than Google)

Geographic Coverage  
Centrally located in the  
Detroit metropolitan area.  
Servicing customers across  
Southeastern Michigan.

Extended Enterprise  
The source for all your IT  
needs. CBI is a Platinum /  
Gold Partner with Dell,  
Fortinet, Microsoft and  
Symantec.

Support Capabilities  
21 Full-Time Engineers,  
Senior Engineers and  
Consultants on staff

Growth  
CBI's "Customer First"  
approach results in  
exceptional cSAT levels  
which has driven double  
digit growth over three  
consecutive years

Response Time  
Service Level Agreements  
guarantee customer  
response time

Industry Experience  
Manufacturing, Engineering,  
Healthcare (Dental &  
Medical Offices), Education,  
Financial Services,  
Professional Services,  
Retail, Insurance

## Benefits Summary

**Predictable IT Costs** The depth of our experience enables you to upgrade your IT capabilities and up-time at a lower fixed cost.

**Avoid IT Disaster** Up to six out of ten businesses will experience some type of major network or IT system failure that costs between \$9,000 - \$50,000. CBI Managed Services will help avoid these costly repair and restoration expenses.

**Improved IT Capabilities** CBI is an IT services consultancy and a leader in network security, integration and management, providing solutions to organizations including the Fortune 50 and across all verticals. We can address any IT needs and will significantly up-grade the level of IT support and capabilities within your company.

**24/7/365 Support** CBI immediately transitions new clients to 24/7/365 monitoring. Downtime is reduced significantly.

**Strategic IT** Many CBI clients retain us to plan their IT strategy and formulate IT roadmaps. Acting as your CIO (Chief Information Officer) assures you have the IT capabilities required to optimize and grow your business.

## No-Cost Assessment Services

CBI consistently invests in our client relationships. We will conduct a comprehensive and confidential assessment of your IT environment which forms the basis of business and technical recommendations to enhance or satisfy specific client needs. **Contact your CBI representative today if you are interested in an assessment.**

### Don't Take Our Word

We encourage you to speak to our customers about any aspect of our managed services. Your CBI Representative can provide their contact information.

### Productivity Gains

CBI clients report significant gains in both IT and total enterprise productivity.

*Here at Mocerri, our experience as a CBI client (Managed Services) has been very positive. Our system (IT System) up-time is much improved because CBI is conducting preventative maintenance on a regular basis - they are IT professionals so they know what to look for and understand the risks associated with the different aspect of our network. This approach has yielded a 30%+ improvement in employee productivity which in our business is found money.*

**John Sanchez**  
CFO, Mocerri

### 24/7/365 Monitoring

Our clients consistently comment on the benefits of CBI after-hours support.

*Very recently, we (Royal Park Hotel) put CBI to the test in the area of after-hours support of mission critical IT systems. On a late Friday afternoon (5:30 PM) in 2009, our credit card systems went down and were totally in-operative (as a Hotelier, our business stops in this situation). We contacted CBI and they had their Engineers immediately deployed and the problem fixed within two hours.*

**Kelly Nering**  
Controller, Royal Park Hotel

	Silver	Gold	Platinum
<b>Server Coverage</b>			
<b>Support</b>	Remote	Onsite	Onsite
Unlimited Remote Control Support	•	•	•
Service Availability Monitoring	•	•	•
Remote Software Installation	•	•	•
3rd Party Application Support	•	•	•
Asset Management	Remote	Onsite	Onsite
Asset Lifecycle Management	•	•	•
Asset Reporting	•	•	•
Maintenance	Remote	Onsite	Onsite
Microsoft Patch Management	•	•	•
Event Log Monitoring	•	•	•
Drive, CPU, Memory Monitoring	•	•	•
Backup Verification*	•	•	•
<b>Security</b>	Remote	Onsite	Onsite
User Account Administration	•	•	•
Security Administration	•	•	•
AV Software Management & Update	•	•	•
Asset Management	•	•	•
VPN Client Management	•	•	•
<b>Workstation/User Coverage</b>			
<b>Support</b>	Remote	Remote	Onsite
Unlimited Remote Control Support	•	•	•
<b>Maintenance</b>	Remote	Remote	Onsite
Online Trouble Ticket Management	•	•	•
License Management	•	•	•
Spyware and Adware Removal	•	•	•
VPN Client Management	•	•	•
<b>Security</b>	Remote	Remote	Onsite
Windows Patch Management	•	•	•
AV Software Management & Update	•	•	•
<b>Site Coverage</b>			
<b>Maintenance</b>		Remote	Onsite
ISP Management		•	•
3rd Party Vendor Management		•	•
<b>Network Management</b>		Remote	Onsite
Switch Management		•	•
Router Management		•	•
Firewall Management		•	•
VPN Management		•	•
<b>Asset Management</b>		Remote	Onsite
Asset Lifecycle Management		•	•
Asset Reporting		•	•
<b>Project &amp; Strategic Planning</b>		Remote	Onsite
Assigned CTO		•	•
Quarterly CTO Meeting		•	•
Basic Disaster Recovery Planning		•	•
Annual Technology Planning		•	•
Existing IT-Projects Planning			•
<b>Other</b>			
UTM Device Included			
Offsite Backups			
Exhaustive Disaster Recovery Services			
NEW Projects Included			