**USA *IT***

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PERFORMANCE CLUB  
**PROPOSAL**  
Award-Winning IT Services

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|  | Prepared for: [Person first name (person first\_name)] [Person last name (person last\_name)] [Organization name (organization name)] [Organization address (organization address)]  September 5, 2022 | Prepared By: James Kernan USA IT Inc.  www.USAIT.com |

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| A person smiling for the camera  Description automatically generated with medium confidence | **Personalized and courteous service** Since the start of operations of the World Trade Centre, we have entrusted our information technology to USA IT. They offer personalized and courteous service. I am happy to recommend USA IT as a trustworthy, friendly, and knowledgeable computer services company.  **Marianne Evian** *President and CEO, World Trade Centre* |  |

WELCOME TO USA IT

USA IT was born in 2008 as a Technology Management Firm dedicated to helping business owners and executives in operating a small or medium size business, enjoy Stress Free IT by delivering computer support and IT solutions that just plain work.

For over a decade we have helped numerous clients across the US lower their business risks, improve efficiency, and increase profitability. Along the way we have been awarded as one of America’s 50 best Managed IT companies, USA Top 3 IT companies, Consumer Choice Award in the category of Computer Consultants as well as the 2016 Entrepreneurship award in the category of innovation with the San Diego Chamber of Commerce.

We like to surround ourselves with great local businesses with which we can build a friendly and professional relationship. Our technical team is certified, have lots of experience in their trade and most importantly – love people.

USA IT is partnered with the best technology and Internet companies in the world, and when coupled with our team, delivers the best solutions to meet all the Information Technology needs for your business.

We are so excited that you are considering us as your technology provider, and we look forward to the opportunity of offering your team the best IT services in Winnipeg!

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WHY OUR CLIENTS US

**Not all IT companies are the same.** While our competitors are selling "Managed Services" we promote better performance for our clients. More profitability for your business by ensuring your team is not being slowed down by poor performance. Technology solutions that motivate you to work better. And most importantly, increased security and cyber awareness to prevent cyber-attacks. We are not just an outsourced IT support firm; we are an extension of **your** team. We are your co-workers. We are your friends.

We do this by committing to the following promises:

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| * **Live People and Lightning-Fast Response Times.** Your call will be answered live. You should not have to endure delays of hours or even days for someone to get around to help. We can fix most problems remotely within minutes and if not, we will send a specialist on-site to take care of the issue. * **Help Solving Your Business Problems.**  We provide business solutions to business problems. We don’t try to sell you the latest techno gizmo – instead – we listen to your business problem and offer several strategies to resolve the ROOT of the problem. * **Good Old Fashioned Customer Service.** We work hard to maintain our client's loyalty and satisfaction. Matter of fact, after nearly a decade, the very first clients to join us when our doors opened are still clients. | * **Blame Games Gone Forever.**  Sound familiar – The phone company says the problem is with your network, but the network company says the problem is with the phone service? We take ownership of any tech issue and will work to ensure it gets successfully resolved; saving you the time, productivity, and stress. * **No Techno Babble or Geek Speak.**  Every industry has its language, and nothing is more intimidating than having someone ‘explain’ things to you with terms and acronyms you have never heard before. You deserve to get answers to your questions in PLAIN ENGLISH. Our technicians will not talk down to you or make you feel stupid because you do not understand their “geek speak”. * **There will be absolutely no nickel and diming as we support your company.**  In the unregulated IT Industry this sometimes happens by unethical and incompetent technicians. We make no excuses. We guarantee the completion of your IT support projects ON BUDGET and ON TIME. No surprises. |



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| * **100% Satisfaction Guaranteed.**  You deserve complete satisfaction with our products and services. We’ll go the extra mile to ensure you are happy, that is our commitment to you. No hassles, no problems. * **Provide the Keys to the Kingdom.**  Each of our clients has a documented copy of their network information, their passwords, and configuration information. This information is updated on a regular basis to account for any changes and is done transparently. It is YOUR business and YOUR network – your IT guy should not hold you hostage with the passwords to your network. | * **Accurate Billing.**  Every bill you receive from us is guaranteed to be accurate and detailed. You’ll know exactly what you are paying for, and ALL charges will be pre-approved by you. No more one-line “mystery” bills that do not outline what you are paying for. |

OUR CORE VALUES

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| **What are Core Values and why are they so important?**  Our core values are a blend of ethics, values and self-assigned laws all wrapped up into one. They are the rules we have defined for ourselves on what is right and what is wrong. What is acceptable and what is not. What makes us happy, and what does not.  When one of these rules is broken – they trigger an immediate negative emotion, or a bad “gut” feeling. USA IT was built on these core values, and every decision that we make, people that join our team and clients that we sign on must also believe in these core values: |  | **No Jerks Allowed** – Being a jerk is not allowed. We won’t accept jerks as clients, vendors or employees. We will never be jerks. No jerks allowed.  **Turn The Turtles** – A struggling customer is like a turtle on its back. It is always our responsibility to put them back on their feet.  **Give To Give** – “Give to get” implies that you have a hidden agenda. We believe in giving for the joy of giving. Getting is irrelevant.  **Positivity Leads to Opportunity** – A positive or a negative can be taken from every situation. It is a conscious choice. Our positivity guides us to opportunities. |



“We have been a client of USA IT since 2013 and have experienced growth in our business every year since. USA IT has been at our side the whole time, anticipating our needs and meeting them.

A person smiling for the camera

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**John Classen**  
A+ Autobody

PERFORMANCE CLUB SERVICE PLAN

We offer three levels of services with optional add-ons:

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| **MONTHLY PRICE PER USER** | | | |
| Features | Lite | Essentials | Premium |
| Managed Endpoint EDR Security w/ Real Time Forensics |  |  |  |
| 24 / 7 Monitoring & Response |  |  |  |
| Proactive Maintenance and Performance Monitoring |  |  |  |
| Security & Group Policy Management |  |  |  |
| Proactive Software Patch & Update Maintenance |  |  |  |
| Complete Shared Network Documentation |  |  |  |
| Asset & Warranty Management of Monitored Devices |  |  |  |
| Infrastructure Budget Plan |  |  |  |
| Online 24/7 Self-Serve Knowledge Base |  |  |  |
| Monthly Executive Summary Report |  |  |  |
| Quarterly Technology Business Reviews |  |  |  |
| USA IT: Mission Control |  |  |  |
| Cloud to Cloud Backup Solution for Google Apps or Office 365 |  |  |  |
| Managed DNS Content Filtering |  |  |  |
| Online Staff Training Course |  |  |  |
| Dark Web Monitoring |  |  |  |
| Simulated Phishing Testing |  |  |  |
| Employee Vulnerability Assessment |  |  |  |
| Technology Vendor Management (vCIO) |  |  |  |
| Twice a Year Security Assessment w/ Review |  |  |  |
| Unlimited Help Desk Support (7:30-5:00 M-F) |  |  |  |
| Monthly Price | $70 | $99 | $174 |

Minimum of 5 users is required. Help desk labour is billed at $135 / hour. Emergency after hours support is available at a rate of $135 / hour.

ADD-ONS

Add-ons are optional services that may be added to our base plans.

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| **MONTHLY PRICE** | |
| Service | Price |
| **Unlimited Help Desk Support (per user)** Local unlimited help desk from Monday to Friday 7:30AM to 5:00PM. | $65 |
| Microsoft 365 Business Standard (per user) Desktop versions of Office apps Email with 50GB mailbox Microsoft Teams 1TB OneDrive cloud storage | $18 |
| Microsoft Defender 365 – Plan 1 (per mailbox) Microsoft Defender for Office 365 helps protect mailboxes, files, online storage, and applications against new, sophisticated attacks in real time. | $5 |
| Hybrid server / desktop backup & disaster recovery (per device) Hourly local backups w/ nightly off-site backups to a Toronto data centre Instant Cloud Based site to site VPN recovery in case of disaster 1TB device limit | $140 |
| Basic file-based workstation cloud backup (per device) Backup important workstations to the cloud daily 500GB device limit | $50 |
| **Security Operations Center (SOC) With Security Monitoring (per device)** Comprehensive 24/7 monitored security and alerting service that consolidates input from multiple threat intelligence sources to validate indicators of network compromise. | $15 |

\*Add-ons may require additional project costs to configure and install.

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| A person in a suit  Description automatically generated with low confidence | **The grass is greener with USA IT**  "Since switching our technology services to USA IT, we have a much greater sense of confidence in our IT security and services. USA IT is very process driven which ensures that the work they do gets done quickly, efficiently, and properly the first time. Their relentless drive to improve our user experience is something to admire. The grass is truly greener on the other side - so get off the fence and get with USA IT!"  **Wes Anderson**  President, Bayside Financial Group |

PROPOSED SERVICE OFFERING

To help you come up with a proper IT budget – we are proposing what we feel may be a great starting point to properly manage, secure, and monitor your network:

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| --- | --- | --- | --- |
| Service | Quantity | Price | Amount |
| [Product name (product name)] | [Product quantity (product quantity)] | [Product unit price (product unit\_prices)] | [Product amount (product amount)] |
| Monthly Price (before taxes) | [Product subtotal (product subtotal)] | | |

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| A picture containing person, person, wall, suit  Description automatically generated | **USA IT’s commitment to customer service is very high** USA IT has been our IT service and support at Evans Family Law since 2017. I am very happy with the service that our service team provides. USA IT has been responsive to our technology needs and we are in the process of creating what I hope to be a long-term relationship. Their commitment to customer service is very high   **Greg Evanston** CEO, Evanston Law Corporation |

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| A person holding a red cup  Description automatically generated with low confidence | **USA IT gave us comfort and understanding** We engaged USA IT in 2017. At that time, we were struggling with our technology strategy. USA IT brought an approach and vision that gave us comfort and an understanding of the direction that we needed to take. Their open and honest approach was extremely appreciated. If you are struggling with your current IT provider, I would suggest that you give USA IT a call.  **Greg Smith** *Partner, Robert-Link Financial* |  |

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**www.USAIT.com**