Complete Document Solutions

c|d|s

Complete Document Solutions

For over 20 years and across eight offices, Complete Document Solutions has helped thousands of companies with a wide range of business solutions, including technology and office workflow.

- Fairfield, NJ
- Lawrenceville, NJ
- New York, NY
- White Plains, NY
- Brooklyn, NY
- Philadelphia, PA
- Harrisburg, PA
- Frederick, MD
- Falls Church, VA

In working with CDS, our customers receive a personal touch from local office technology experts while also having access to the global resources of Xerox Corporation.

Complete Document Solutions Highlights

- *Founded in 1996 as a Xerox Agent*

- *Currently over 150 employees Across Nine Offices*

- *2017 Xerox Agent Partner of The Year*

- *Full Suite of Business Technology Solutions*

- *Local Sales, Operations and Technical Support*

- *National Resources and Support of Xerox*

- *Unparalleled Customer Support*

CDS' comprehensive technology solutions are focused on supporting your organization's goals.

Our wide range of offerings include:

- ❏ *Managed IT Services*
- ❏ *Managed Print Services*
- ❏ *Xerox Solutions*
- ❏ *Production Print*
- ❏ *Office Products*
- ❏ *Supplies*
- ❏ *Support*

Managed IT Services

CDS Managed Service Works provides all inclusive IT support, delivered at a predictable, monthly cost.

We keep your systems running, your people working and your information safe and available.

CDS takes care of your IT and lets you focus on your core business.

Frustrations with Traditional IT

Frustration	Cause
Time to fix • Takes too long to react to and fix problems	On-site resource not immediately available to diagnose and fix problems
Lack of prevention • Most IT services are reactive	No standards for delivering preventative maintenance where and when required
Knowledge level • Need a senior engineer's help, but get a junior technician	Improper early diagnosis, troubleshooting and resource allocation
Unpredictable costs • Unplanned events impact budgeting and availability	Consequence of responding to issues as they arise, instead of managing systems proactively

Traditional IT Support for Small Businesses

On-site technical person responsible for <u>all</u> IT issues...

- ❑ Helping end-users via phone
- ❑ Desk-site support for end-users when required
- ❑ Ensuring patches and updates are pushed to Servers, Network and end user systems
- ❑ Ensuring that data backups are set up and testing to be sure they're running properly
- ❑ Updating latest security patches for Firewalls to protect their business
- ❑ Pushing Anti-virus updates to stay ahead of phishing and other attacks
- ❑ Coordinating IT-dependent vendors (ISP, Security Cameras, Gates, Business Software)
- ❑ Fighting standardization vs. customized, individual needs
- ❑ Going to training to keep skills updated
- ❑ Working with different business unit leaders
- ❑ Strategic planning for future........

Industry Fact

Approximately **80%** of the unplanned downtime is caused by process or people issues, and **20%** is caused by product issues.

Hardware

patches

firmware   software   failed change
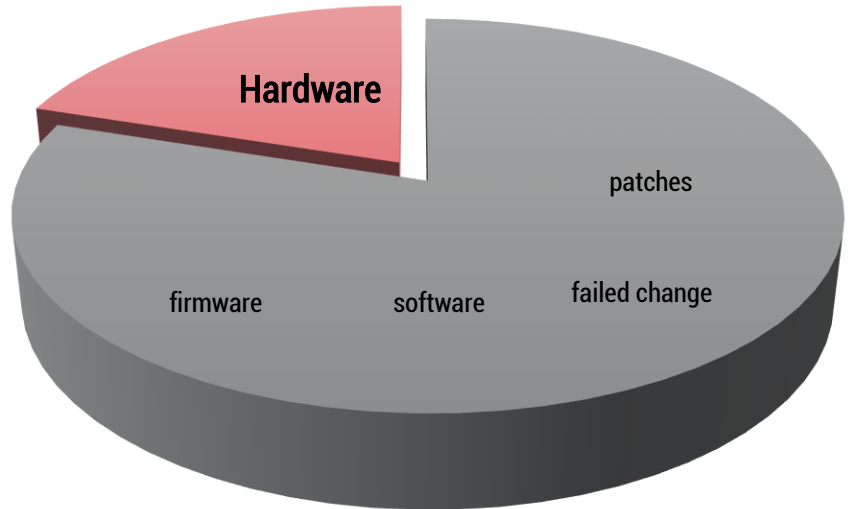
CDS IT Support - Total Package – One Vendor

Local technical resources with a wide range of skill sets

People

CDS IT SUPPORT

Process

Tools

Autotask ticketing system
BitDefender Anti-Virus
Datto data protection
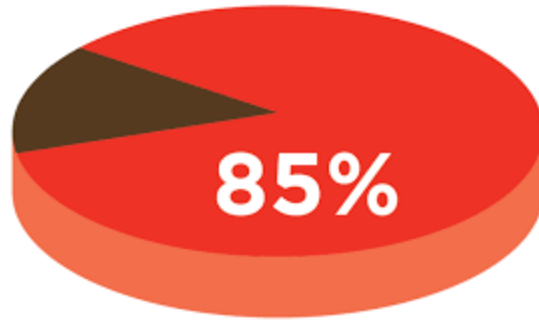
Proven, standard processes for
• patch management,
• preventative maintenance
• issue tracking
• Issue resolution reporting

CDS *Works* For You.

Industry Fact

Over 85% of IT issues can be handled remotely!

85%

- Saves time
- Increases productivity
- Decreases user frustration
- Saves money

But you need....

CDS IT Services Foundation:

- **Good People**: Customers make one call to resolve all problems. CDS has people trained with multiple skill-sets who can address any issue.

- **Proven Process**: Customers receive support that maximizes uptime and keeps them productive.

- **Industry leading Tools**: Best of breed tools provide proactive support to avoid many issues before they occur. And when problems happen, they are addressed quickly and tools are adjusted so they don't reoccur.

Industry Facts

"60% of small businesses experiencing a catastrophic data loss will not recover and will close within 12 months. " DC Based Research firm Clutch

"On average, small companies lose over $100,000 per ransomware incident due to downtime." CNN Money

CDS insures access to your critical data. If a local disaster or Ransomware occurs, data will be accessible in a cloud backup, ensuring business productivity.

CDS Managed IT Solution Components

End User Support
Our knowledgeable team is ready to help, answering an unlimited amount of calls and e-mails.

Device Support
Standardized, current technology, including secure and affordable e-mail and mobile solutions, managed at a fixed monthly cost.

Data Protection
Managed data backup and recovery, both local and in the cloud.

Unified Threat Management
Proactively monitored firewall and anti-virus solutions that protect you from the latest threats.

Vendor Management
Single source for managing all your technology issues.

Onsite Support
Certified technicians dispatched to your site at no extra cost.

Customer Benefits

End User Support – *Unlimited calls from all your users - they can* **stay productive by getting their problems solved quickly** *and efficiently.*

Device Support – *Proactive monitoring and "remoting in" to your devices,* **fixing many problems before they impact your business**

Data Protection – **Protecting your most valuable asset** *by ensuring that your data is properly backed up and safe. If not already in place, we can help design a solution for you*

Customer Benefits

Unified Threat Management - *Covering all entry points into your network.* **No more worrying about MALware, viruses or attacks**

Onsite Support *– We come to your location when needed and these visits are included in your* **predictable, fixed monthly cost**

Vendor Management *–* **No more wasting your time "refereeing" between vendors** *because CDS is the only call you need to make! We take the call. We resolve it!*

Reporting *– You'll have all the facts to make the best decisions. We will provide you with options but* **you are always in control**

CDS Managed IT Services Key Takeaways

- For approximately $100* per user, per month, customers receive comprehensive support.   The costs are <u>fixed</u> and <u>all-inclusive</u>, ensuring <u>no budget surprises.</u>

- <u>Proactive vs reactive support</u> – monitoring tools, patching and updates keep you ahead of threats and problems, dramatically reducing downtime

- <u>Your IT security is continuously monitored, including Anti-Virus software, firewall patches, regular updates</u> and reporting of any attacks.

- CDS will monitor your current data backup or implement a new <u>on-site and cloud based backup solution. Your data is always safe and available</u>.

- <u>ONE call to make for all IT questions or coordination</u>. No more bouncing between vendors. You call, we resolve the issue.

- <u>All end users can call an unlimited amount of times</u>, making them more productive, more quickly.

     *_$100 per user cost is for role play only. Actual costs are based on client user count and complexity of IT infrastructure being supported._

Complete Document Solutions

With a complete range of office technology support, CDS has the right solution for your organization.