



Improving Your Business Through Technology

Providing Each Client with **UNPARALLELED SERVICE** & **SUPPORT**



www.michellgroup.com

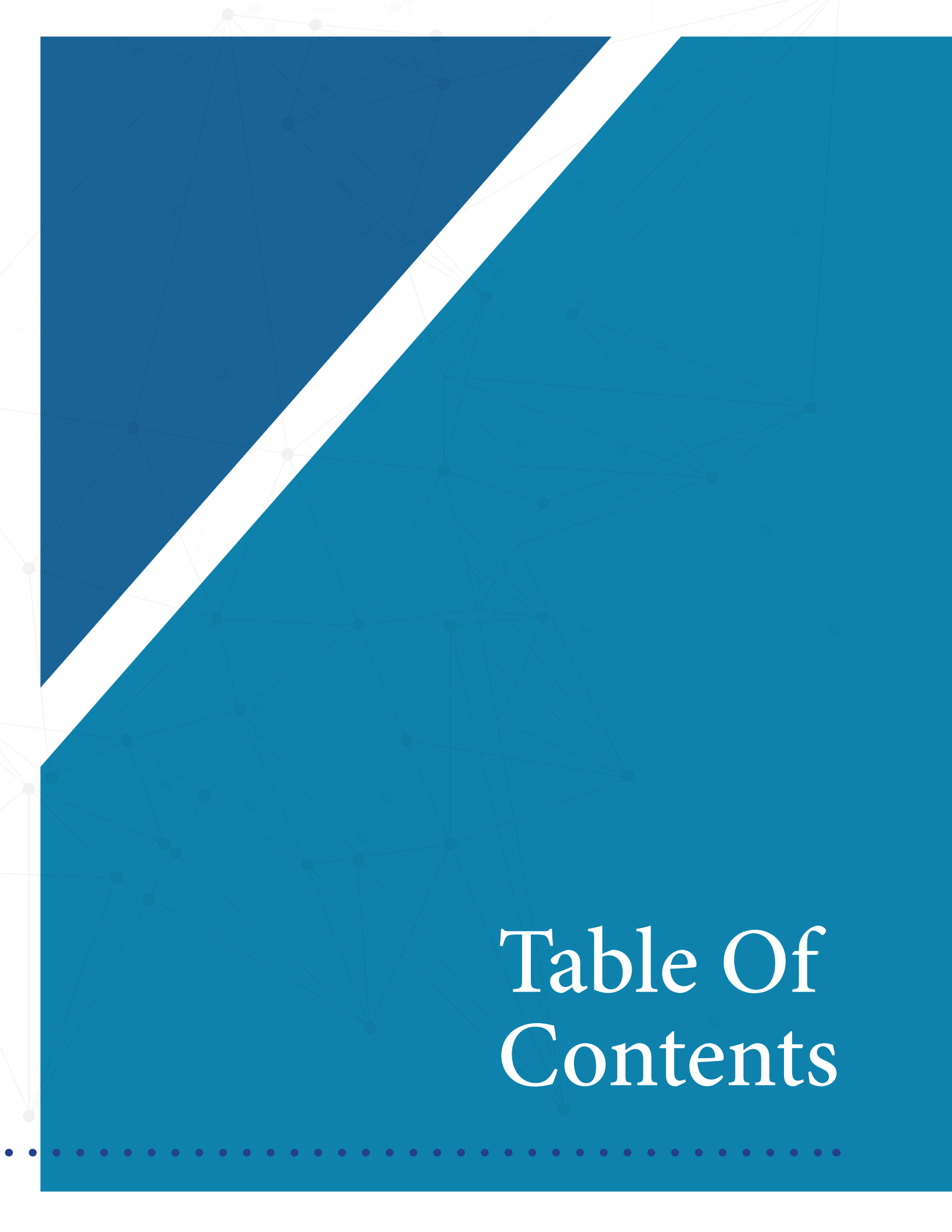



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Our Company


Michell Consulting Group (MCG) has been in business since 1999, and since then, we've helped hundreds of companies achieve their business goals and objectives through the successful purchase, implementation, training, and support of application software and IT services.

Today, MCG not only specializes in ERP and Software Development, but is also a locally recognized partner for design, deployment, and management of information technology solutions. This enables organizations like yours to remain focused on the mission-critical activities which drive their ongoing success.

Our core competencies in the fields of accounting, technology, engineering, software development, and compliance give our clients the resources needed to successfully run their businesses. Our hands-on experience in handling real world situations will provide your company with nothing less than world-class service.

The MCG Sentinel Managed IT Services program is a unique, future-forward approach to IT which has since become the go-to program for organizations that prefer to have proven experts manage their day-to-day information technology operations and user support. Certified, expert technologists and engineers comprise more than 90 percent of our staff, and collectively possess 100 years of combined technical experience and current industry and professional certifications across a wide range of






specialties. No other technology solutions provider comes close to that bench strength—and no other is able to deliver IT solutions and ongoing support like we do.

We are also proud to be one of the few to have earned the Managed Services Trustmark credential from CompTIA, global voice of the information technology industry. We also maintain active membership in the MSP Alliance.

We provide our award-winning managed services to clients across all industries, from global and nationwide organizations to local businesses, and we are proud to operate in compliance with HIPAA standards, among the most stringent in the U.S., as well as ITIL and industry best practices.



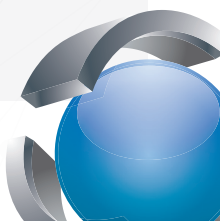




The Ideal Client

While it is our ultimate goal to provide the absolute best service to our clients, we are always looking for the ideal organizations to add to our clientele. Often, these organizations suffer from having on-premise IT Teams who are understaffed, overwhelmed, and simply unable to stay proactive, in turn causing them to revert to reactive support. We open the doors to collaboration with these understaffed or under-skilled IT departments, or seek to take on the responsibilities from those providing poor IT support. If this sounds like problems your organization faces, you may be the perfect fit for The Michell Team.

You need an IT Service Provider and are tired of the traditional “break-fix” service providers or the expensive in-house IT departments





Services We Provide

At Michell, we are skilled in several different areas. We are here to handle your IT needs such as professional services, unified communications, and public and private cloud infrastructures. We are able to provide your business with whatever solution you need – customized to your business for maximum drive.

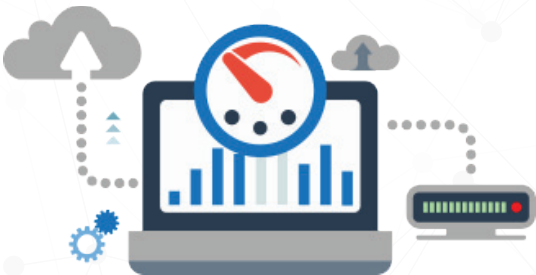
Our services include:

- Managed IT Services
- IT Support
- Virtual CIO Services
- Professional IT Services
- Hosted Private Cloud
- Hosted Cloud Applications
- Hosted Email
- Hosted Voice/PBX Services
- Datacenter Services
- Backup & Disaster Recovery
- Enterprise Resource Planning
- Business Consulting
- Software Development
- Enterprise Resource Planning Solutions



Core Value #1 - Service

We provide each of our clients with UNPARALLELED service and support by understanding their business and providing them with optimal solutions. We never settle for “good enough” because good is never enough. We strive to WOW our clients through service, ensuring everything we do goes above and beyond their expectations.



Managed IT Services



An Extension of You

Our team becomes an extension of your business by allowing you access to our highly-specialized expertise 24/7/365.

Get Unlimited Support for your Company

We don't charge by the hour. Your monthly payment grants you as much support as you need, whenever you need it.

Get Technology Solutions You Really Need

We make sure you always have the latest web filters, email filters, antivirus, backup, and firewall software, ensuring your constant stability.

DID YOU KNOW...

"80% percent of companies lose revenue when the network goes down; up to \$540K per hour."

- Avaya



Core Value #2 - People

We foster a rich and satisfying work environment to help our employees achieve personal and professional growth. We are more than just a team of professionals though -- we are a family. We are our own support system. The very foundation of MCG is composed of the strong relationships we have created over the years with our clients and with ourselves.



IT Support



Turn-Key IT Support

We provide a full, certified IT department – allowing you to do away with the traditional in-house “IT person”, as well as the recruiting, hiring, managing, etc.

Reinforce your Internal IT

If your existing IT team is either understaffed or simply needs access to additional skillsets and tools in order to properly manage their network, we offer supplementation to get them where they need to be.

Onsite Staffing

We know some businesses require immediate on-site support. As such, we offer a great value by combining our Managed Services with onsite staffing.

DID YOU KNOW...

“On a survey, 35% agree IT downtime can harm customer loyalty”

- Welcome Networks



Core Value #3 - Accountability

We take ownership of the promises made to our clients and our team members to ensure all commitments are honored. We hold ourselves personally accountable for our work by seeking employees who can prioritize and meet deadlines in order to fulfill the perception that our clients depend on us to provide top of the line results.



Virtual CIO Services



Develop your IT Strategy

In order to know where you're going, you first have to determine where you want to be. We'll sit down with you and formulate your IT roadmap.

Get a Predictable IT Budget

Huge capital expenses are no fun, and wreak havoc on the budget. Our monthly plan allows you to easily budget your IT expenses.

Reduce Costs and Business Risk

Many business owners say they'd like to reduce their business risk, but don't want the additional expense. What if you could actually reduce expenses? We'll show you how.

DID YOU KNOW...

"The SBA defines a small business as an enterprise having fewer than 500 employees."

- Forbes



Core Value #4 - Empowerment

Here at MCG we believe in driving change and realize that the only way to accomplish this is by empowering our employees with the tools needed to create innovative solutions that will help our clients achieve their business goals.



Professional Services



Assess your Business Requirements

No one wants more than they need, and having less than you need is even worse. We take the time to determine your exact requirements.

We Provide Solutions that Fit your Needs

We are in the business of evolving systems that enable you to do great work. We have selected some of the most powerful, yet easy to use business solutions. We produce a one-stop-shop for your business.

Effectively Execute Solutions with Certified Experts

Once the planning is done, it's time to roll up our sleeves and get to work. Our people are awesome and know exactly what they're doing.

DID YOU KNOW...

"Spending on business technology is expected to rise 6.7% to \$2.1 trillion by 2017."

- Fortune



Core Value #5 - Passion

MCG was built on a dream and the chasing of that dream with utmost passion is what has propelled us forward since the beginning. Passion was the first seed planted when MCG began. It enrooted itself deep into our company's structure, and without it we could have never grown throughout the years. It is the driving force behind the operation, one we have proudly aimed to deliver to our clients.



Hosted Private Cloud



Grow as you Go

Businesses aren't static. We expect them to grow, and we set-up your network to scale with your business needs.

Protect Your Business from Downtime

It's our job to keep you from being a downtime statistic. Our solutions will keep you up and running longer than you ever imagined.

Best-In-Class Technology

You're our client, and with our clients, it's nothing but the best. We make sure you have the best of everything all the time. You deserve it.

DID YOU KNOW...

"US Business save up to 31% year over year for 5 consecutive years by moving to the Cloud."

- Avada Business Survey



Core Value #6 - Respect

We treat our fellow employees and clients as they should be treated: as business partners whose success is our primary goal. Respect allows us to appreciate the best of others, knowing we are one team and each of us has something to contribute.



Hosted Apps & Email



Increased Mobility & Security

Being on the road doesn't mean being out-of-pocket. Give employees secure access to business applications without compromising business data.

Better Collaboration

Whether they're down the street or on the other side of the planet – employees can access business resources, share documents, and work on the go from anywhere in the world!

Easily Affordable

Don't invest in expensive hardware or pay large capital expenditures for licensing. We take care of all your hosted applications and email for you.

DID YOU KNOW...

"63% of companies had at least one UC app in the Cloud, with Web conferencing as the most widely adopted product."

- Nemertes



Core Value #7 - Results Driven

We strive for excellence by delivering reliable, high-quality results, acting with a sense of urgency, and taking ownership for the work we provide. We realize that there is always room for improvement in everything we do. This means that our work is never finished.



Hosted Voice/PBX Services



Reduce Long Distance Calling Costs

Pay the same cost you would calling someone in Japan as you would calling someone in your building. So long, long distance expenses!

Help Employees Communicate Better

Bring everyone together, no matter where they may be. We grant you the flexibility to integrate mobile phones to foster full collaboration, even with remote employees.

Variety of Features

With features that include short number dialing, call forwarding, and multiple device rings, you'll achieve greater success than you might with a traditional phone system.

DID YOU KNOW...

"Small businesses that switch to VoIP reduce the cost of their international calls by up to 90%."

- Tech.Co



Core Value #8 - Fun

We believe that laughter is contagious, and try to inject a little humor and fun into everything we do. With laughter we create an open and positive environment that allows us to perform our work to the best of our capabilities.



Datacenter Services



Connectivity

Our datacenters keep your servers in climate-controlled centers with excellent redundancies, saving you from power and internet outages.

Security

Hardened Security with biometric and surveillance systems + 24/7 onsite security guard staff = peace-of-mind for you.

Enterprise Infrastructure

Need more peace-of-mind? How about fire suppression systems, advanced climate control systems, redundant connectivity, power systems, and refueling contracts?

DID YOU KNOW...

“On a scale from 1 to 10, the majority of companies rated measuring the cost of downtime to be 7.8.”

- Uptime Institute



Core Value #9 - Humility

While we celebrate our team's achievements, we know that no amount of success will make us forget where we came from. Understanding and treating those around us with empathy has allowed us to develop stronger relationships with our team and clients. Our door is always open to those who need us, no matter how large or small their request may be, and it is with this principle that those that work with us and those we work for can appreciate the services we provide.



Backup & Disaster Recovery

Continue Operations

During a disaster or major disruption, your business can remain productive, assist clients, and continue generating revenue.

Protect your Business

87% of companies that lose access to their business data for more than 7 days go out of business within a year. Don't be a statistic.

Control Your Risk

Every business has different tolerance to risk. We will implement a customized solution that balances risk and cost with your needs.

DID YOU KNOW...

"43% of companies were immediately put out of business by a "major loss" of computer records, and another 51% permanently closed their doors within two years."

- Gartner



Core Value #10 - Integrity

Integrity is the foundation of everything we do! We behave with the utmost ethical standards through internal consistency to carry out our core values. We align our actions with our words and deliver what we promise. We build and strengthen our reputation through trust, communication, and dedication. All while maintaining a strict ethical principle in the work we put forth into our community.



Enterprise Resource Planning Solutions

We'll Provide You with the Best-of-Breed Solutions.

At Michell Consulting Group, we believe in providing our clients with the best solutions available – guaranteeing our applications are the most sought-out in the market, as well as the right choice for your business, today, tomorrow, and beyond. We are in the business of delivering systems which enable our clients to do great work. Through our partnerships with SAP and Infor, Michell Consulting Group has helped companies expand and develop their businesses through a full suite of ERP solutions.

A Few Simple Steps Allow You to Move Toward a Brighter Future.

We use a proven process to help clients prioritize their technology and business process needs. Then, we help them to select and implement the right ERP solution to support their processes. Finally, we back it up with holistic system support for their entire technology infrastructure.

DID YOU KNOW...

“By 2018, at least 30 percent of small-business companies will move the majority of their ERP applications to the cloud.”

- Gartner



Our IT Process

1

Discovery Meeting

We get an understanding of your business challenges, what you are currently doing for IT management and support, where you feel you could improve, what your biggest concerns are, and then coordinate a Business Technology assessment.

2

Business Technology Assessment

We identify security and business risks, discuss challenges with your key employees and managers, and review your technology from top to bottom, including:

- Security Vulnerabilities
- Active Security Breaches
- Risk to Downtime & Data Loss
- Identify Business Challenges



3 **Solution Meeting**

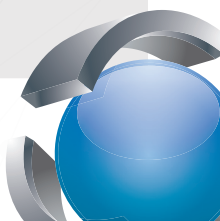
Once we've completed your Business Technology Assessment, we present our findings, the business impact and recommendations, along with what it means to engage with Michell Consulting.

4 **Get to Work**

Once we engage, it's our turn to rally the troops and begin the onboarding process. Over the next 90 days, we will become intimately familiar with your IT systems and your business, so we can effectively reduce your exposures and improve the performance and efficiency of your network.

5 **Moving Forward**

We ensure your satisfaction with your weekly service assurance calls, our monthly network administration visits, and our monthly technology reports – keeping us accountable to you. Plus, we hold quarterly business reviews to discuss goals, strategies, and business objectives.





“Michell Consulting has a great team that is constantly setting the bar high and delivering tremendous service for our company. They have by far exceeded our expectations for IT management, consulting and support.”

– David Wolf – President, Herman Pro AV



“The Michell team did a fantastic job – they are rock stars. Thanks for all of your help and for keeping this project on time and on budget. The Buddy Fruits team is still learning SAP, but they LOVE it so far. We are truly excited about having you manage all of our IT needs as well and forming an even stronger partnership.”

– Scott Allshouse – CEO, Ouhlala Gourmet Corp.



“After the office fire was extinguished, Ricardo Michell was here that same morning – problem-solving with staff and installing new hardware in an adjacent warehouse that allowed us not to have to close our business. Medina Baking Products is grateful to the entire team at MCG, and look forward to doing business with them for many more years.”

– Robert Martin, President Medina Baking & Powder Products

“The Michell Team provided us with a world-class system, more importantly, (they were) the business expertise and experience they brought to us. The implementation process was smooth, on-time and on-budget, furthermore helping our company to streamline processes, improve customer service and distribute our products more efficiently.”

– **Priscilla Cha Fong, Controller Kingston-Miami Trading Co.**



“Michell Consulting Group has been a tremendous partner for years with our ERP software and as our IT provider. They are always available and responsive to assist our in-house IT manager even afterhours!”

– **Jose Trespalacios – VP / Principal – Reliance Wholesale Inc.**



“You guys are doing a great job resolving problems and keeping me updated with the changes and solutions provided to our users. I would recommend MCG to anybody that asks me... I cannot express the gratitude I have for having MCG on my side. My staff is really happy with your services.”

– **Elio Rego – IT Manager, Tradewinds Power Corp.**





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