

Business

Founded in 1997, All Covered is focused on enabling the success of small to medium-sized businesses through the effective use and management of technology. Across the United States, more of these businesses trust All Covered for their IT support than any other company. All Covered has local teams in over 25 cities with more than 350 IT experts who have the knowledge and skills to solve information technology challenges. All Covered offers value-added IT services not normally available to smaller businesses, so clients reap the benefits from All Covered's partnerships, buying power and size.

All Covered serves over 2,000 clients throughout 25 major metropolitan markets nationwide.

All Covered's clients include law firms, architects, engineering & construction companies, accounting/financial services firms, manufacturing companies, healthcare providers, educational institutions, and non-profit organizations. Our clients generally have between 20 and 250 employees.

Services

All Covered provides an extensive array of on-site and remote network IT management services on a regularly scheduled or as needed basis, through the All Covered Care contract that can include:

- ✓ *Managed IT Services –Complete IT management solutions that take the hassles out of managing and maintaining critical IT systems. Offering customized support plans to satisfy the client's specific needs.*
 - Server and desktop management
 - Phone support
 - Onsite and emergency response
 - Client portal
 - IT strategy
- ✓ *Cloud Services - Enjoy the work-from-anywhere, no-hardware-required convenience of All Covered Cloud Services.*
 - Cloud Backup and Business Continuity
 - Cloud Servers
 - Cloud Email
- ✓ *Projects - A team of engineers certified in all major technologies ready to guide technology decisions and projects.*
 - Computer upgrades and migrations
 - Network design
 - Security assessments
 - Virtualization design and implantation
 - Office and data center moves

Differentiators

All Covered offers:

- Resources
 - 600 full-time US based employees with hundreds of certifications
 - Less than two minute hold times for Help Desk
 - Continuous network monitoring, 24/7 Network Operations Center
 - Backed by the strength of Konica Minolta Business Solutions
- Experience
 - Exclusively focused on the needs of small and medium-sized businesses for more than 10 years
 - More than 2,000 current clients and more than 10,000 IT projects completed
 - More than 220,000 support tasks resolved last year
- Value
 - Secure Client Portal
 - Full documentation
 - Benefits from partnerships with vendors and finance companies

Client Benefits

All Covered's services benefit our clients by:

- Increasing the reliability and performance of IT operations
- Improving the cost-effectiveness of IT investments
- Evaluating the IT requirements of new business initiatives
- Accelerating the technology selection and deployment process
- Providing advice and consulting from a trusted advisor
- Ensuring that IT systems fully support the business objectives

Ownership

All Covered is a division of Konica Minolta Business Solutions U.S.A., Inc.

Partnerships

All Covered's technology partnerships include:

- | | |
|-----------|-----------------|
| • Axcient | • Iron Mountain |
| • Cisco | • Kaseya |
| • Citrix | • M5 Networks |
| • Dell | • Microsoft |
| • Google | • N-Able |
| • HP | • VMware |

Executive Team

Todd Croteau, President

Drew Cataldo, Vice President, Sales

Barry Kelley, Vice President East Region

Glenn Mathis, Vice President, Field Engineering

Mark Miller, Senior Vice President, Sales & Operations

Nick Pegley, Vice President, Marketing

Merralee Retallick, Vice President, Strategic Practices

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