

Business

Founded in 1997, All Covered helps companies achieve their goals through better management of information and more effective collaboration. All Covered has local teams in over 35 cities with more than 800 IT experts who have the knowledge and skills to solve a wide variety of information technology challenges. For more than 18 years, All Covered has helped businesses across all verticals with their IT support needs. All Covered is fully certified in all major technologies.

All Covered serves over 3,000 clients including law firms, architects, engineering & construction companies, accounting/financial services firms, manufacturing companies, healthcare providers, educational institutions, and non-profit organizations.

In December 2010, All Covered was purchased by Konica Minolta Business Solutions U.S.A., Inc.

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
 - Help desk
 - 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
 - Private Cloud
- ✓ *Projects - A team of engineers certified in all major technologies ready to guide technology decisions and projects.*
 - Application and web development
 - Computer upgrades and migrations
 - Network design
 - Security assessments (including HIPAA and SOX compliance)
 - Virtualization design and implantation
 - Office and data center moves

Differentiators

All Covered offers:

- Resources
 - 1,000 full-time locally based employees with hundreds of certifications
 - Continuous network monitoring, 24/7 Network Operations Center
 - Backed by the strength of Konica Minolta Business Solutions
- Experience
 - More than 3,000 current clients and more than 3,500 IT projects completed last year
 - 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 | • Lenovo |
| • Cisco | • Microsoft |
| • Citrix | • N-able |
| • Dell | • ShoreTel |
| • HP | • Symantec |
| • Kaseya | • VMware |

Executive Team

Todd Croteau, President

John Boolukos, Vice President East Region

Darin Bower, Vice President, West Region

Patrick Bradley, Vice President, Financial Planning & Analysis

Drew Cataldo, Vice President, IT Services Enterprise Accounts

Jeff Mateer, Vice President, Central Region

Glenn Mathis, Vice President, Engineering

Jim Mullen, Vice President, Sales

Nick Pegley, Vice President, Services and Solutions Business Development

Andrew Reback, Vice President Operations

Carl Sils, Vice President, South Region

**Corporate
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