

MITG[®]

mitgs.com

MANHATTAN IT GROUP

YOUR NYC TECH PARTNER

IT MANAGEMENT

IT CONSULTING

IT SUPPORT



OPEN POSSIBILITIES

Explore the potential of technology with MITG, your NYC tech partner.

➤ ABOUT US



FULL-SERVICE IT

Manhattan IT Group was founded in 2006 with a mission to deliver a full IT solutions portfolio to small and medium-sized businesses based in NYC. Since then, we have helped our clients extract value from their infrastructure, minimize administration overhead, and increase operating efficiency.

IT MANAGEMENT, CONSULTING & SUPPORT

Our clients use our IT consulting services to gain a deep knowledge and understanding of the practical applications of technology.

As IT Consultants, we have the knowledge and experience to show you what is possible today, and the means to execute winning ideas.

Through our IT Management Service, we help our clients maintain control and focus by overseeing the minute details

and tedium that accompanies deploying, maintaining, and upgrading tech infrastructures.

At the core of our business model is a deep commitment to you and your team. We work closely with your staff to make sure that everything is working and is being utilized correctly and efficiently.

By providing **daily support**, we help you and your employees maintain productivity and focus.



P.4
The Problem



P.6
The Solution



P.9
Our Services



P.10
Plans & Pricing

THE PROBLEM

Even though new software and technological solutions have made our lives easier, the integration and support that props them up has become more complex.

NEW CONSIDERATIONS

Businesses today face a greater challenge than ever before.

The marketplace has become more dynamic and fast-paced and staying competitive means being highly flexible and adaptable to changing business requirements. Doing business means being able to work anywhere and having constant connectivity and access to company data and systems.

Technology is a double-edged sword. It has created a level field by decreasing the barrier to entry, cost, time-to-deployment, and workflow efficiency, but has increased the need for uptime, reliability, security, and ease of maintenance.

For example, cloud-based hosted services such as e-mail, CRM, VoIP, and accounting systems make business operations entirely dependent on internet connection uptime, creating additional considerations of connection redundancy and failover, quality of service, security, and reliability. Additional data backup considerations must be taken to ensure that data is available offline and in the event of service failure.

UNEXPECTED LOSS FROM THEFT & DOWNTIME

A study conducted for Intel in 2009 found that a single lost or stolen laptop cost its corporate owner an average of **\$49,246**. The estimate included forensics, data breach, lost intellectual property, lost productivity, legal, consulting and regulatory expenses.

A team of 20 people with an average annual salary of \$55,000 will sustain a **\$3,000** loss of revenue and productivity for a **single day** of technical service outage.

We believe that emerging technologies should be utilized to create value and not overhead. This means choosing the right solutions, and a right solution is a simple solution. Unjustified complexity has resulted in the failure of many traditional infrastructures. Businesses are more and more turning to simpler approaches to replace monolithic and proprietary systems.

This means that our roles as consultants have changed. We are no longer deploying based on convention. We help our clients

replace their monolithic, complex, and outdated systems with ones that are simple and understandable. We can migrate common in-house systems to cloud-based services and create seamless integration between them.

The key is simplicity. If your current software and IT solutions are not effective, straightforward and understandable, they will inevitably get in the way of your daily work flow. With the help of MITG, you can maintain control, focus, and mastery of your operations.

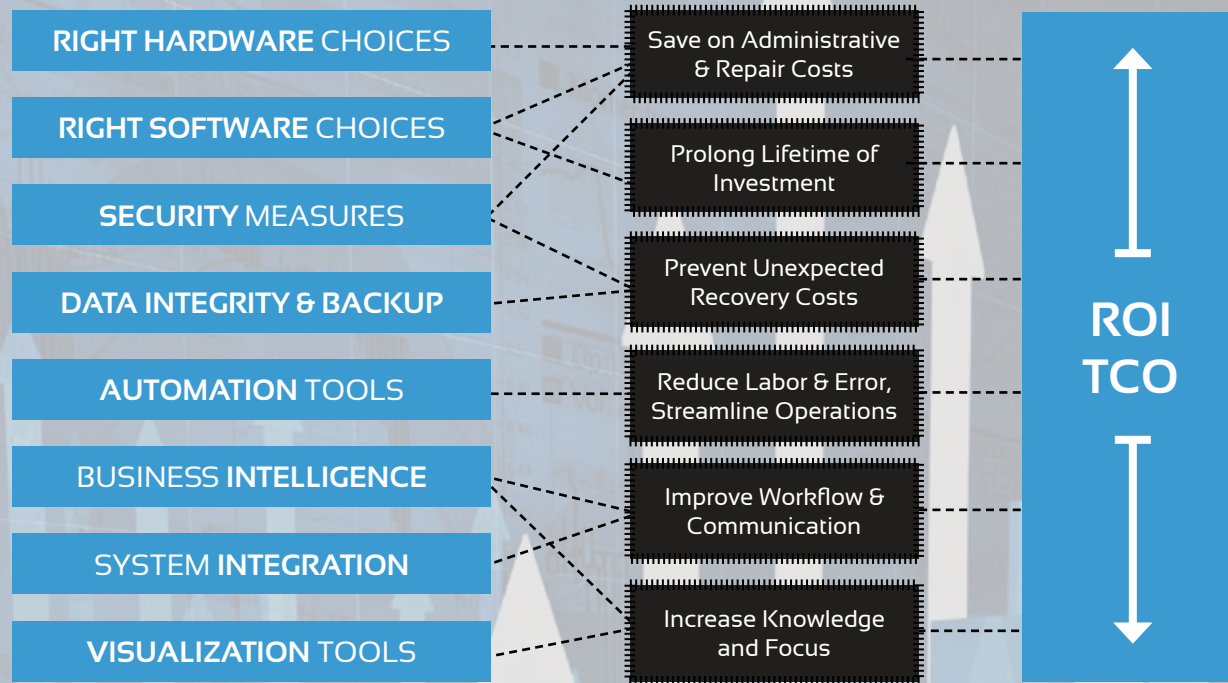
DATA THEFT COSTS FIRMS UP TO \$250B

DATA LOSS IS DAMAGING TO BUSINESS

THE IMPACT OF DATA LOSS & THEFT

According to General Keith Alexander, the director of the National Security Agency, theft of digital intellectual property alone cost American companies \$250 billion per year, and cyber-crime in general may account for up to 1 Trillion in annual revenue loss. In addition, a single incident of data loss from improperly backed up data and hardware failures may cost a business up to \$3,000 in recovery fees, in addition to reputation damage, confidentiality breach, cost of rekeying data, and lost productivity.

RAISE YOUR BOTTOM LINE WITH MITG



SYSTEM INTEGRATION

INTELLIGENCE

AUTOMATION

BUSINESS OPTIMIZATION

MITG can optimize operations by connecting services and systems. We can increase knowledge, operative intelligence and efficiency through data analytics, KPI dashboards, and BPM software to automate processes.

THE SOLUTION

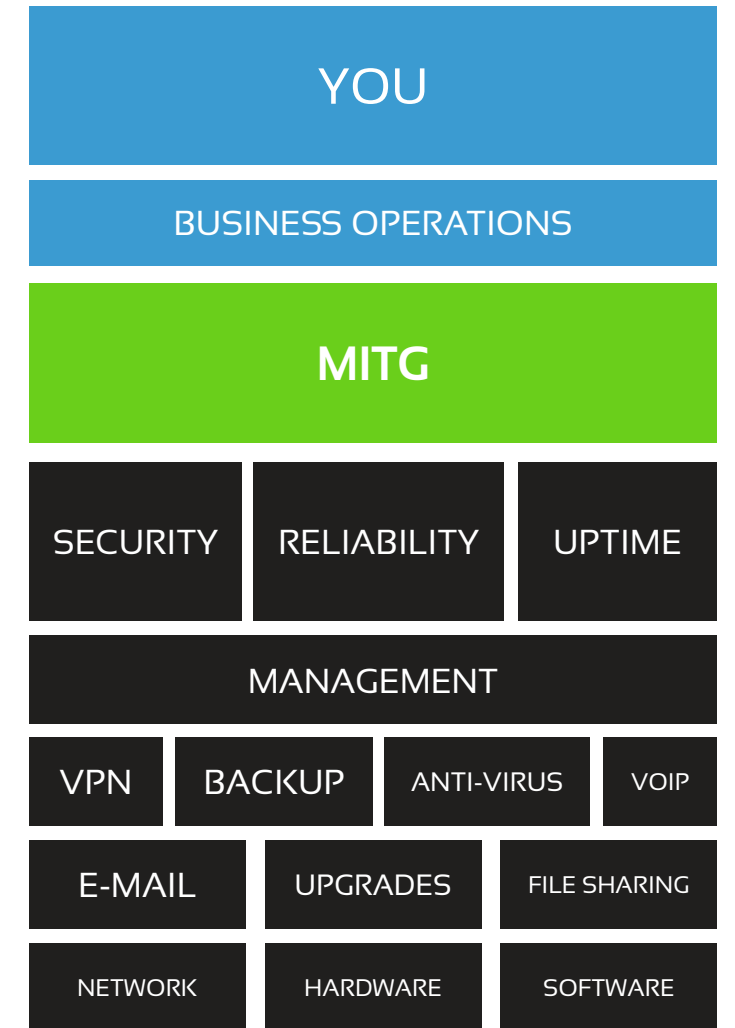
Manhattan IT Group can reduce complexity, streamline operations, provide daily support, and optimize all technological aspects of your business.

CONTROL COMPLEXITY

We help you keep things simple. We give you an objective, research and experience-based overview of best practices, common pitfalls, and emerging trends. MITG saves you time and money spent doing research, trying out different approaches, and purchasing unnecessary hardware and software.

We stay up to date with the latest technologies to keep you ahead of the curve. We can do research to evaluate various approaches and solutions that fit your business requirements, enabling you to focus on the core of your business. We can show you what is possible, what is appropriate, and what is best avoided. We have the knowledge and experience to formulate and execute winning ideas that positively affect your bottom line.

At the core, our IT management service allows you to quickly and easily deploy any solution your business requires. This includes creating file sharing systems, making sure you are always connected, your data is secure and backed up, and your network protected against viruses, malware and hackers.



“ We help you stay focused by alleviating the complexity of tech operations. ”

MITG: GAIN CONTROL THROUGH IT TRANSPARENCY

Transparency translates to simplicity and control which ultimately give you the power and focus to concentrate on mission-critical aspects of your business.

We give you the ability to connect to your data and services from anywhere through VPN and other remote access technologies. There are thousands of details that must be kept in consideration when deploying and maintaining even the simplest solutions. By allowing us to absorb the painstaking task of deployment and management, you can maintain control and focus on running your business.

COST EFFECT

Salary.com reports the average annual income of a systems architect and manager to be \$108,000. By outsourcing your IT management efforts to MITG, you can realize cost savings of up to

80%

At the center of your IT infrastructure are the people who use it. We are committed to making sure that your end-users are able to interact with your systems efficiently, thereby increasing productivity and your bottom line. Through our Support Service, you can extend tech help to anyone within your organization. Any time there is a question or concern, you and your staff can contact us directly. We're there when you need us.



1

IT MANAGEMENT

Manage and administer your Network Configuration & Security, Data Backup, Anti-Virus, File-Sharing, VPN & Remote Access, Monitoring, Email, System Upgrades, Content Filtering, WiFi, VoIP, and Windows, Mac, and Linux/Unix Networks and Servers.



2

IT CONSULTING

Get answers to all your technical questions. Create strategic plans by utilizing our knowledge and experience. Research and compare technical solutions that fit your business model.



3

IT SUPPORT

Provide your staff with constant access to tech support. We provide daily support for any type of inquiry to make sure your operations are smooth, continuous, and resistant to downtime.

“ As part of your team, we take responsibility for all aspects of your IT infrastructure. We have the knowledge to formulate winning ideas and the experience to execute them. ”

▶ OUR PLANS

MITG has crafted support plans based on our experience with small and medium-sized NYC-based businesses and their unique needs.

REASONS TO CHOOSE MITG

- Up to **80% More Cost Effective and Comprehensive** than In-house IT Staff.
- Minutes from you. We are **located in Midtown NYC**.
- **100% Local Team**, no outsourcing.
- Years of Knowledge and Experience with local SMBs.
- **Small & Dedicated Team** means your business gets personal attention.



MANAGED IT PLANS

- **Guaranteed Support Hours**
- **24/7/365 Monitoring**
- **Priority Response**
- Consulting & Support Included
- Dedicated Point-of-Contact
- 6-month, 1 year, 2 year contracts

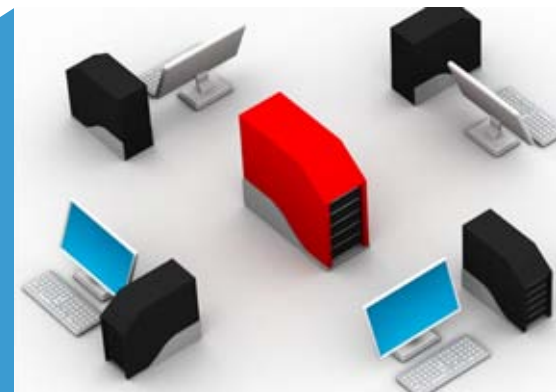
1 MONTH TRIAL AVAILABLE



TIER 1200

10 SUPPORT HOURS **\$1,200 / MO**

Perfect for small networks and offices with up to 10 workstations and 1 server. 4 Hour max response time.



TIER 2400

20 SUPPORT HOURS **\$2,400 / MO**

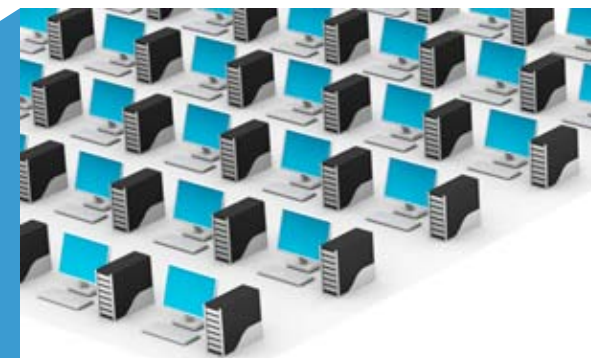
Ideal for small to medium-sized offices with up to 20 workstations and 2 servers. 3 Hour max response time.



TIER 3500

30 SUPPORT HOURS **\$3,500 / MO**

Best for multi-office locations with significant IT requirements. Up to 30 workstations and 3 servers. 2 Hour max response time.



TIER 5000

40 SUPPORT HOURS **\$5,000 / MO**

Best fit for large networks with 40+ workstations and 4+ servers. Our most comprehensive offer for large businesses. 1 Hour max response time.



MITG[®]

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