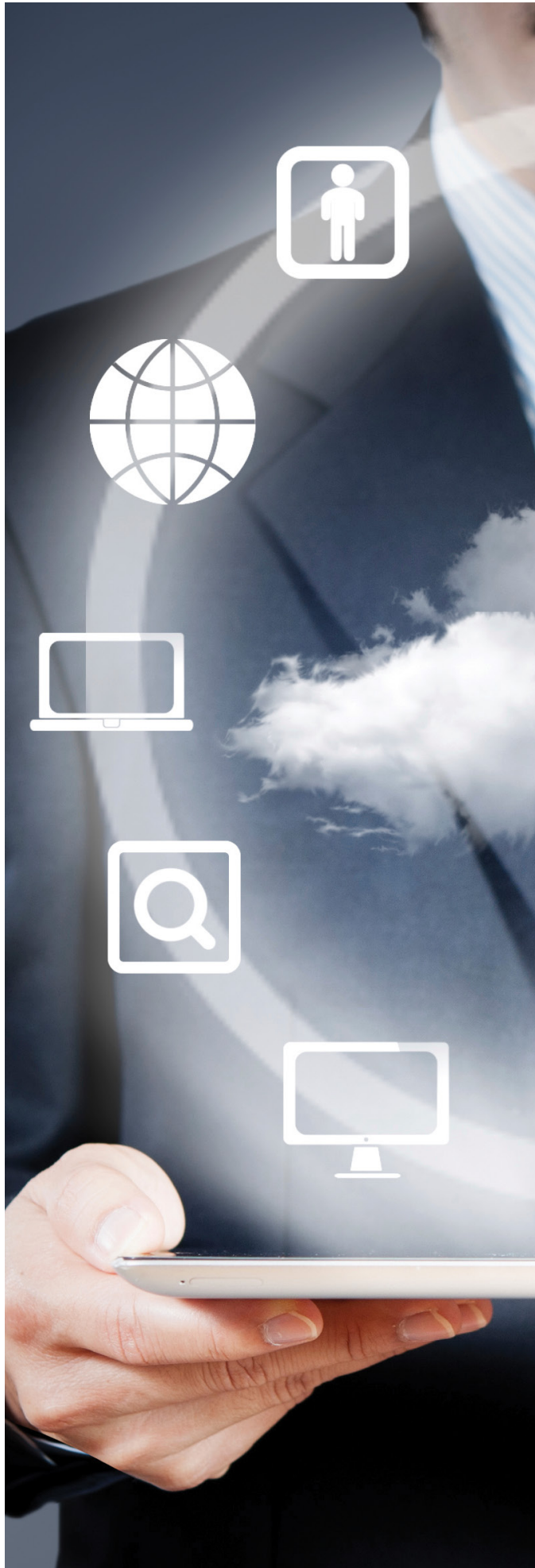


CareFree IT Managed Services



MEET FRAMEWORK

Framework Communications is an IT Managed Services Provider with a mission of reinventing technology by reinventing how technology is serviced. Our goal is to make your technology experience CareFree™ so that technology can be an enabler for your business rather than a constant challenge.

We believe that our people and client-first approach fueled our rapid growth. We were published in the Inc. 500 Fastest Growing Private Companies in America in 2014 and 2015, and we also received the 101 Best & Brightest Places to Work in Chicago award in 2014 and 2015. With a relentless investment in people, we have developed innovative, world-class solutions and service. This is why year after year, Framework has consistently won the highest awards in our industry. Most importantly, Framework is honored to have the opportunity to serve our community through partnerships with organizations like the National Able Network, Illinois Hires Heroes, and the Student Veterans of America.

- MSPMentor 501 Top Managed Services Providers
- Clutch.com Top 10 Managed Services Provider
- Channel Partner 360 Award Winner 2013, 2014, and 2015
- INC 500 & 5000 Fastest Growing Private Company in America in 2014 and 2015
- 101 Best and Brightest Places to Work in Chicago 2014 and 2015
- 100% U.S. based Service Desk staffed 40% by heroes of the U.S. armed forces

PUBLISHED IN

Inc.**YAHOO!**
FINANCE**Chicago Tribune**

TESTIMONIAL

“ You don’t just need an IT person. Quite frankly you need a network person, a PC person, a mobile device person. Even if you wanted to have your own IT department, you probably couldn’t find a person that could do all of that, and so what’s nice about Framework is that if we have a big phone issue, they’ll bring in their phone support. You suddenly have the full effort of a very big IT department working on your issue. ”

ROBERT FILEK, CFO Ameda Inc.

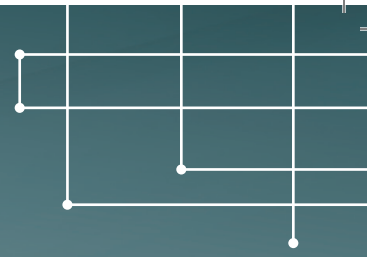
CareFree IT Managed Services

WHY CAREFREE IT MANAGED SERVICES?

Our approach is to hire talented engineers and arm them with a proven methodology, industry best practices, sophisticated systems, and streamlined processes to deliver a comprehensive, high-touch IT service. CareFree IT Managed Services is designed to provide all the functions that a large IT department would provide and includes four core service quadrants that work together to drive more predictable technology performance and experience.

PARTNERSHIPS





SERVICE DESK

Remote & Onsite Support
How-to Questions
Vendor Management
Ticket Portal & Reports
SLA Management



CENTRALIZED SERVICES

Monitoring
Patch Management
Anti-Virus/Anti-Malware
Backup & DR Management
Performance & Management
Reporting

THE FOUR SERVICE QUADRANTS OF CAREFREE MANAGED SERVICES



VIRTUAL CIO

Technology Assessments
Business Impact of Technology
Design Desk
Budget Planning
Trusted Advisor & Technology
Consultant



TECHNICAL ACCOUNT MANAGEMENT

Proactive Technology Management
Best Practices Alignment
Documentation &
Inventory Management
Maintain Configuration Backups

TECHNICAL ACCOUNT MANAGER



The Challenge	The Business Impact
It's difficult to document and manage all IT info.	Inaccurate info hurts resolution times causing extra business interruption. Also, IT staff leaving can cause huge risk to business continuity.
IT personnel do not have time to perform routine maintenance.	Without this maintenance, performance declines and issues increase, which harms productivity and wastes money replacing devices more often.
IT staff are too busy or lack experience to perform systematic root cause analysis to eliminate recurring issues.	Fixing the same issues over and over wastes the IT staff and other employees' time, costing more money in lost productivity.
Systems are not in alignment with industry best practices.	Systems being out of alignment exposes your business to great financial, compliance, and operations risks.

OUR SOLUTION: A DEDICATED TECHNICAL ACCOUNT MANAGER

Central to our approach is our Technical Account Manager (TAMs). TAMs are dedicated engineers whose job is to help reduce the amount of emergencies by following a proactive, proven process.

Our Solution	The Business Impact
Regularly evaluate your environment's alignment with industry best practices.	Helps you understand your environment, identify weaknesses, and reduce your risk.
Document and manage the integrity of all of your IT-related info.	Accurate documentation leads to more efficient support and less business interruption.
Perform routine technical maintenance.	Optimize your system's performance to increase productivity and to reduce interruptive issues.
Analyze issue trends and perform root cause analysis.	Permanently resolving the root-cause saves everyone time, frustration, and money.
Work closely with your dedicated Virtual CIO.	Ensure that the vCIO has the info to provide you with the best advice to align your technology with your business's needs.

CareFree IT Managed Services



VIRTUAL CIO

The Challenge	The Business Impact
Hiring a resource with the knowledge and expertise to provide a strategic plan is expensive.	Since there is no strategic IT plan, IT limits the business instead of enabling it to achieve its goals.
The IT budget is determined reactively.	No predictability to the IT spending causes large, unpredictable capital expenditures.
Technology changes too fast to keep up with.	The business is not getting the most possible value out of IT spending.
Assessing new technologies and making systems integrate is confusing and costly.	Less than optimal technologies are often deployed, which wastes money over time.

OUR SOLUTION: A DEDICATED VIRTUAL CIO (CHIEF INFORMATION OFFICER)

Our clients each have a dedicated Virtual CIO that works with you to understand where your business is headed and with the TAM to evaluate your technology environment. The vCIO levels their extensive technical experience, and most importantly, business sense to help you plan your IT strategically.

Our Solution	The Business Impact
vCIO works to understand your goals and to align your technology plan.	Having a plan allows IT to serve as an enabler to achieving changing business needs and goals.
vCIO presents Technology Assessments to help you understand your technology environment.	Technology Assessments help you understand your risks and what it would take to reduce the risk.
vCIO helps you budget for IT.	Budgeting makes IT expenses transparent, predictable, and more manageable by avoiding large or unexpected capital expenditures.
vCIO serves as an advisor to help you understand all of the implications when it comes to evaluating new solutions.	Our vCIO helps you understand and plan for how changing technology may impact your business.

CareFree IT Managed Services



CENTRALIZED SERVICES

The Challenge	The Business Impact
IT staff are too busy and it's too costly to perform routine maintenance. Central management software is costly and time intensive to manage.	Infrastructure investments are not properly maintained, which shortens the life of machines, increases expenses, and causes business interruption.
Issues are not discovered until they are interrupting the staff.	Productivity is lost to some avoidable interruptions.
All critical devices and data are not backed up properly.	Not having back-ups causes extended-business interruption that most businesses cannot tolerate.
Monitoring isn't in place to proactively diagnose and resolve complex issues.	Lacking reporting capabilities makes it difficult to diagnose underlying root-cause and complex issues.

OUR SOLUTION: CENTRALIZED SERVICES (PROACTIVE MONITORING AND MAINTENANCE)

Our Centralized Services department utilizes an array of tools, automation, and proprietary processes, to proactively monitor and manage all of your technology assets to reduce business-interrupting issues and lost productivity.

Our Solution	The Business Impact
An array of automation tools perform routine maintenance on your technology investments.	Maintenance routines improve performance and reduce interruptive issues while extending the useful life and reducing capital expenses.
Anti-Virus & Malware systems help detect and eliminate threats.	Monitoring and detection allows Framework to address issues before they turn into business interruption.
Critical devices and data are backed up properly and monitored.	Having relevant back-ups drastically reduces recovery times, allowing operations to resume ASAP.
Rich monitoring provides in-depth data to properly diagnose and resolve complex issues.	Eliminating complex, recurring issues substantially reduces business interruption over time.

CareFree IT Managed Services



SERVICE DESK

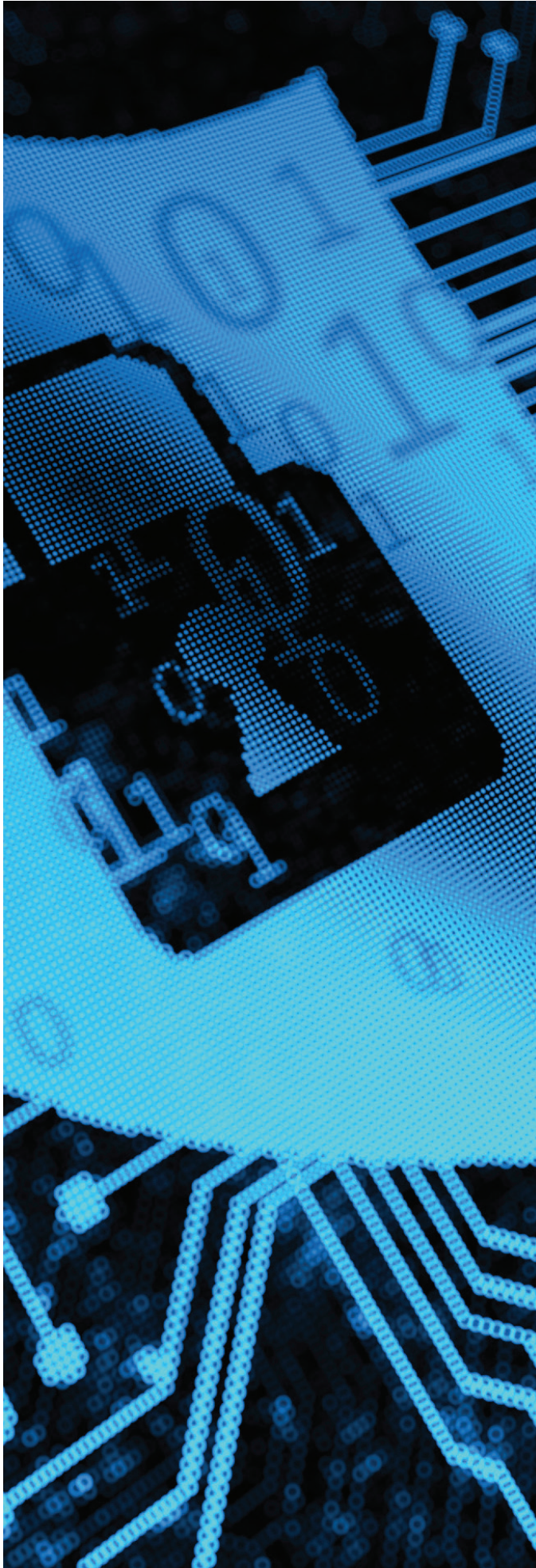
The Challenge	The Business Impact
IT staff are overwhelmed with day-to-day issues and cannot innovate for the business.	IT staff is not able to spend time improving operations and the bottom line.
IT staff can only be in one place at one time.	Response times on issues are lackluster and inconsistent, leading to longer interruptions.
Lacking the specialists in all areas of IT to handle all issues efficiently.	Systems may be configured or managed incorrectly, leading to higher costs and chances of interruption.
IT staff and management don't have the reporting to drive performance accountability.	It's difficult to track IT staff's performance, workload, etc., making accountability difficult.
Managing issues that involve multiple vendors takes a lot of time and causes frustration.	Employees waste time coordinating vendors when their time could be spent more profitably.

Our Solution: Service Desk

The methodology that combines proactive Technical Account Management, Virtual CIO planning, and centralized monitoring/maintenance decreases reactive support issues. However, since we cannot prevent all issues, our Service Desk provides rapid remote and onsite support to get you working again.

Our Solution	The Business Impact
Unlimited remote and onsite support allows you to offload day-to-day IT issues.	Liberate your staff to focus on improving the business rather than putting out IT emergencies.
Service issues are handled in real time by a well-staffed Service Desk.	Rapid response (average is under 15 minutes) ensures productivity impact is minimized.
Our tools provide transparent and granular accountability and performance reporting.	You can feel confident that your employees' issues are being handled effectively with accountability.
The Service Desk provides a concierge-like point of contact to funnel and handle all IT.	Free up your staff's time and allow them to focus on their core responsibilities while saving them the frustration of coordinating multiple vendors.

CareFree IT Managed Services



CareFree IT Managed Services Comprehensive List of Services:

CENTRALIZED SERVICES

NETWORK

- Monitor network availability, fault, and performance
- Network topology and connection overview
 - Map style view of all sites on single management screen
 - Immediate access to equipment and statistics from management portal
- Proactive network alerts
 - Monitoring and real-time alerting when pre-set thresholds are reaching capacity
 - Able to create tickets based on performance and error logging
- Monitor syslog data, events, alerts, SNMP trap, and other messages in a single web console
- Monitor and manage wireless networks and access points
 - Real time statistics and availability reporting
 - Centralized log reporting and alerting for wireless environments
 - End user statistic reporting including Wi-Fi signal strength
- Network bandwidth analysis
 - Internet and web based traffic monitoring and performance reporting
- Real time network equipment information
 - Alerts are sent in real time for immediate action in the event of an emergency
- Centralized log reporting

WORKSTATIONS, LAPTOPS, AND SERVERS

- Anti-Virus software management and updating
- Proactive monitoring and removal of virus, spyware and malware and system cleaning
- Adobe Flash, Adobe Reader, and java updates
- Automated hard disk scans
- Performance monitoring including memory, hard drive , CPU
- Monitoring for key stopped or failed services
- Monitor for blacklisted software installs
- Software install and uninstall monitoring
- Uptime monitoring
- Monitor for drive and RAID failures
- Monitoring for stopped or failed services
- Event log history

CareFree IT Managed Services



CENTRALIZED SERVICES (CONT.)

- Automated maintenance routines
 - Temporary file and cache cleanup
 - Automated disk defragmentation
 - Windows updating
 - Monitor failed updates
- VMWare host monitoring

DATA BACKUP AND DISASTER RECOVERY (IF APPLICABLE) HEALTH CHECKS

SERVICE DESK

- Unlimited remote and onsite help support and service for: servers, routers, switches, firewalls, workstations, laptops, virus and malware removal, user login/authentication, active directory, printers, copiers, scanners, faxes, applications, email systems, anti-spam systems, storage devices, cabling issues, and much more.
- Customer service portal with ticketing information and history
- Email, portal, desktop agent, and live customer service hotline ticket submission
- Committed response time and tracked sla performance
- Vendor management for other technologies vendors including: telephone and internet service provider, third party copier/scanner/fax vendors, application vendors and software assurance management, hardware vendors and warranty management, cloud vendor management, etc..
- Monthly service desk ticket reporting

TECHNICAL ACCOUNT MANAGEMENT

PRE-SCHEDULED ONSITE PROACTIVE MAINTENANCE VISITS

- Configuration back-ups
 - Firewall
 - Managed switches
 - Wireless controller
- Server back-up health check (if applicable)
- Server room check & cleanup
- Check and update documentation integrity
- Anti-Virus health report
- Network health report
- Network performance and bandwidth report

CareFree IT Managed Services



TECHNICAL ACCOUNT MANAGEMENT (CONT.)

- Ticket trend analysis
- Root cause diagnosis analysis
- Check and update documentation Integrity
- Issue root-cause analysis and trend analysis

VCIO

- Strategic consulting
- Technology summary
- Technology planning
 - Business Initiatives, goals, projects, timelines, statuses, and future recommendations
- Growth and capacity planning
- Technology budget planning
- Vendor assessment
- Business continuity planning
- Client education