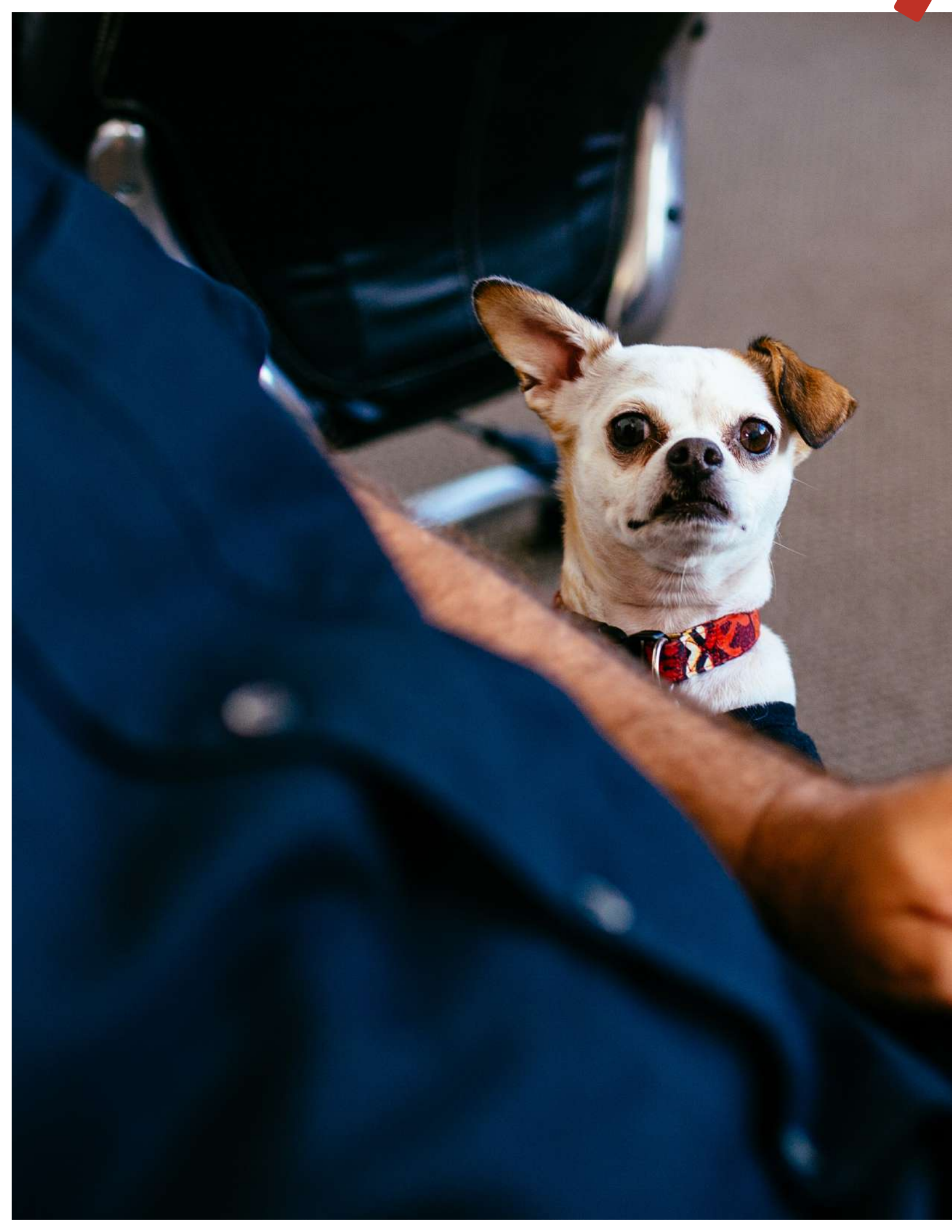




We do **IT** so you don't have to...™



[kmesystems.com](http://kmesystems.com)



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# Our Story

We started KME Systems in 1993 to help our clients thrive by protecting their reputation and profits. We constantly work beside your team helping them learn and implement better technology and business processes. Our goal is to listen to you and develop a constantly improving, joint strategy for success. We call this our Great Outcome and have a passion to deliver the right mix of support, products and genuine care to make you thrive. Simply put, we give a damn from the first day we earn your trust and every day thereafter.




# Our Philosophy

At KME Systems, we are more than technical janitors. Our job begins with delivering excellent support and solutions while simultaneously mitigating risks. What makes us distinct is our ability to help you improve your business processes through technology, allowing you to become more productive. For more than 20 years, our core values have driven us to success.





# Our Core Values



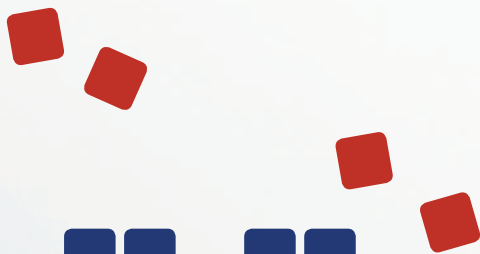

**Honesty, Integrity,  
Respect, Ethics (H.I.R.E)**

We strive to inspire a positive culture here at KME systems, and we transfer those same values over when we build relationships with our clients. We take arrogance and ego off the table when it comes to communicating with you to ensure the most mutually beneficial and respectful relationship possible.



**“We Give a Damn!”**

When you choose KME Systems, you choose a tight-knit team of professionals who share in your success and work hard to improve your business performance with the right IT solutions.







## **We're All Pulling in the Same Direction**

Communication is key in any thriving relationship. We always make sure we're on the same page as our clients to ensure the best outcome possible.



## **Work Hard, Play Hard Attitude**

We believe that technology has the power to free up your time and make life easier. While we work hard to make that a reality for you, we also stress the importance of spending time with family, serving the community and engaging in other hobbies outside of the office.



# Our Services and Solutions

Think of your IT Infrastructure as a superhero suit. Each component of the suit enables you to tackle challenges and achieve your goals. As your partner, our team constantly improves and protects your suit, giving your staff the powers they need to succeed!



## Our services include:

### ■ CIO

- IT Strategy
- Quarterly Business Reviews
- Technology Vendor Management

### ■ Professional Services

- Network Infrastructure Design
- Workflow Automation
- Implementation
- Relocation

### ■ Managed Services

- Help Desk
- End-user Support
- Infrastructure Support Services
- Networking
- Business Continuity
- End-user Education

### ■ Security

- Security Policy
- Training
- Firewall, Antivirus, DNS protection, etc

### ■ Unified Communications

- Telephony and VoIP
- Video Conferencing
- Collaboration Tools & Strategy

### ■ Cloud

- Cloud Computing
- Microsoft Office 365 & Azure
- Hybrid Solutions

### ■ Regulatory Compliance

- HIPAA / HITECH
- PCI DSS
- Expert Guidance



# CIO

A professional partner delivering strategic advice for your specific needs



## IT Strategy

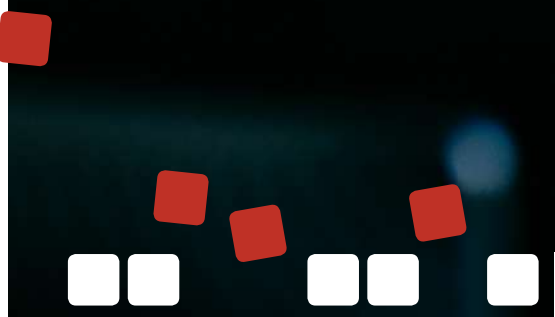
- Develop your specific IT strategy to reach your business' goals
- Define incremental and overall technology objectives that promote business growth
- Create a master plan to empower your business

## Quarterly Business Reviews

- Ensure IT and corporate goals are aligned through constant communication
- Get the answers to your “How do I...?” questions with executive advisement
- Stay up-to-date with technology purchasing guidance

## Technology Vendor Management

- Allow KME to manage your technology vendors so you can focus on your business and not get stuck in the middle
- Eliminate finger pointing between vendors
- Maximize value to your firm with regular phone and ISP audits



# Professional Services

The right IT specific to your needs

## Network Infrastructure Design

- Use the best hardware for your applications
- Incorporate a tailored to your needs infrastructure, from onsite to the cloud
- Cut through the hassle with an intuitive, scalable technology

## Workflow Automation

- Accelerate organizational momentum
- Improve network security with vetted workflows
- Cut down the manual, outdated tasks through automation
- Optimize operational efficiencies to maximize ROI

## Implementation

- Reach your desired results through our dependable Great Outcome Process
- Get the technology you want when you need it with expert project management
- Rest assured with transparent ordering, testing, configuration and documentation
- Get professional installations, resources and training to efficiently leverage your new IT

## Relocation

- Relocate effortlessly with strategic IT and telephony migration and decommission
- Start fresh with new network cabling, phone and internet services and careful PC and server moves
- Hit the ground running on day one at your new location with a seamless transition



# Managed Services

So much more than technical janitor



# Business Continuity

- Backing up your data to ensure the ongoing availability of your critical business processes with multiple redundant backups
- Resolve potential risks and vulnerabilities then implement a tested failover plan to keep you working when trouble strikes
- Take a dependable course of action when the unexpected happens with disaster recovery
- Get back to business in minutes with on and offsite data backup and virtualization

## Help Desk

- Get the help you need when you need it with 24/7/365 IT support
- Receive step-by-step troubleshooting to get you back on task in a flash
- Receive expert help with Apple, Microsoft and most common software and devices
- Get the customized service that meets your budget and needs

## Infrastructure

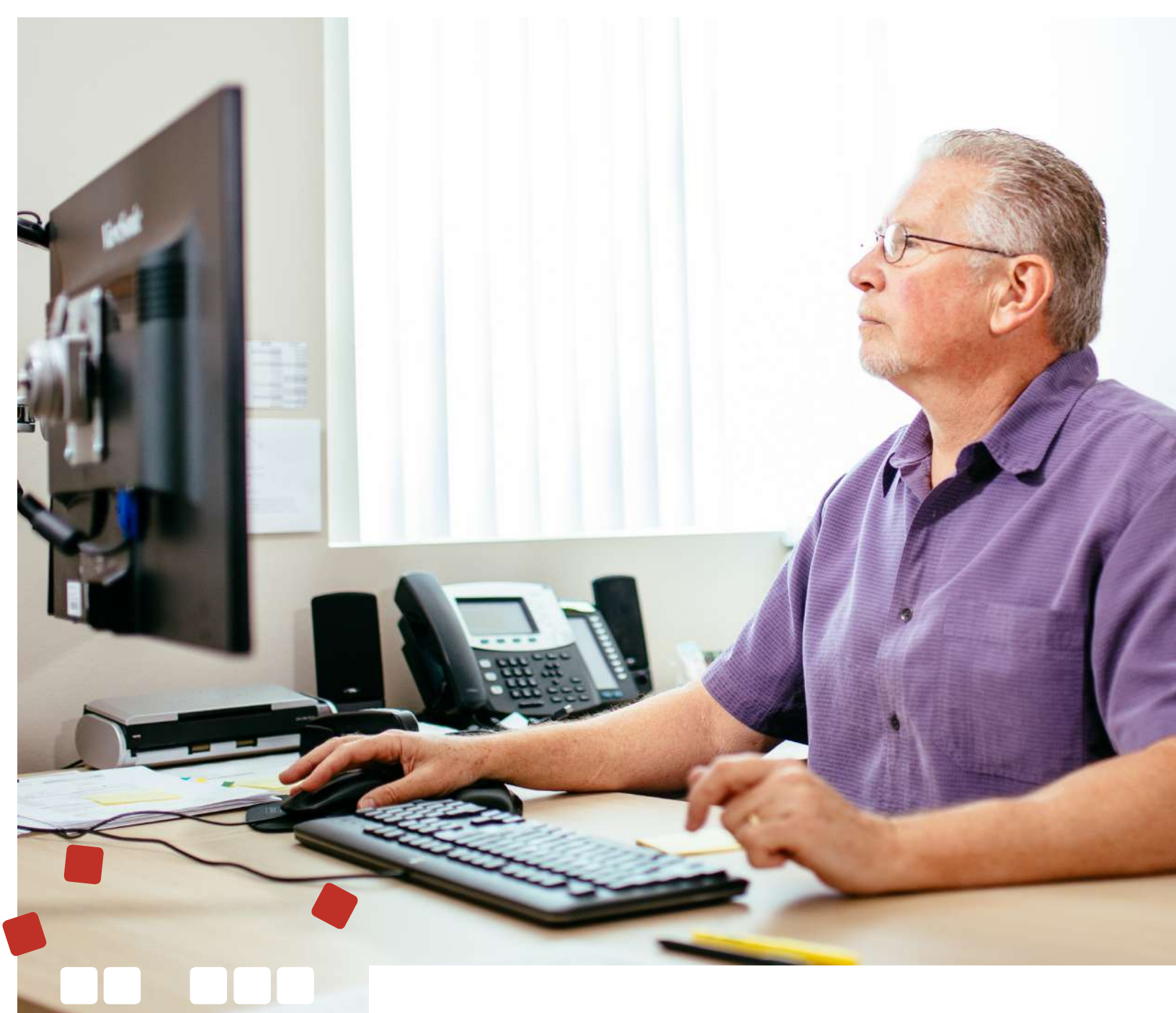
- Architect, design and implement the right infrastructure to support your IT
- Ensure your organization has the hardware and software essential to your team's success
- Keep your infrastructure clean and agile with operational governance and maintenance
- Servers, PC's, Apple Devices, Switches, Firewalls, Phone Systems, etc

## Networking

- Implement an intuitive, scalable network for your specific needs
- Save money with managed network solutions keeping you up-to-date and connected
- Take advantage of full cabling and wired LAN support as well as location-specific Wi-Fi configurations

## End-user Support

- Address less complex issues before escalating to the help desk with automated end-user support
- Proactively push critical updates and fixes to end-users across your organization
- Get the hands-on hardware support you need, when remote assistance isn't enough



# Security

Protecting your most precious digital assets...  
because we give a damn!



## Protection from Outside Threats

- Determine the best physical or software solutions custom to your infrastructure, needs and goals
- Detect and eliminate security attacks and risks with little to no human engagement through security automation
- Implement a layered approach for protection to create multiple walls of defense

## Avoid Internal User Error

- Help employees determine what is safe and what isn't with staff training
- Map out a proactive security awareness plan to keep your employees vigilant and minimize potential error
- Improve browser security by tracking organization web traffic and preventing employees from visiting potentially risky sites

## Ongoing Protection & Monitoring

- Protect all your business devices from viruses, malware, software vulnerabilities, phishing and other potential digital threats
- Actively identify and mitigate local and external threats past the network level
- Adapt and evolve with advanced metrics and transparency around antivirus activity



# Unified Communications

Collaborate with ease through integrated, real-time communications platforms and powerful phone systems



## Telephony and VoIP

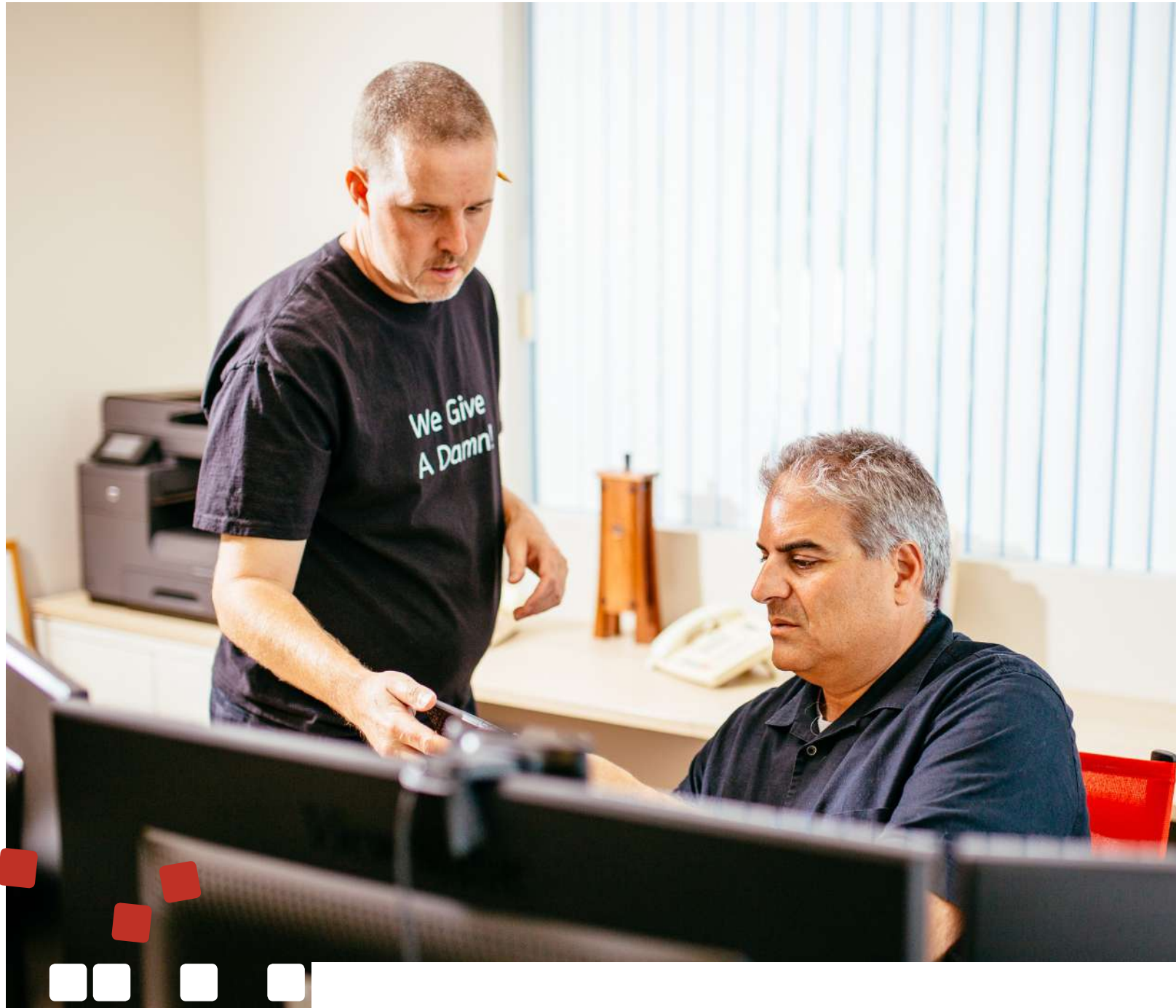
- Deploy the best and most cost-effective phone and VoIP solutions for your organization
- Leverage onsite and/or cloud-based VoIP solutions
- Improve your customer experience with well-designed phones systems
- Enable employees to easily communicate with clients, team members and vendors anytime, anywhere

## Video Conferencing

- Build better internal and external relationships with secure video conferencing
- Never miss out on benefits of in-person meetings by connecting face-to-face
- Improve on traditional in-person conferencing with screen sharing

## Collaboration Tools & Strategy

- Improve collaboration and creativity with powerful messaging platforms
- Unite your organization in real-time by digitally collaborating on files and projects
- Reach your organizational goals faster by streamlining the collaboration process



# Cloud

Liberate your organization from the physical office



## Microsoft Office 365 & Azure

- Increase availability, protect your data and extend your digital reach by centralizing your computer resources through the internet
- Run servers, data sharing and applications from the Microsoft Azure Cloud
- Store and share all your Microsoft documents directly from the Cloud

## Cloud Computing

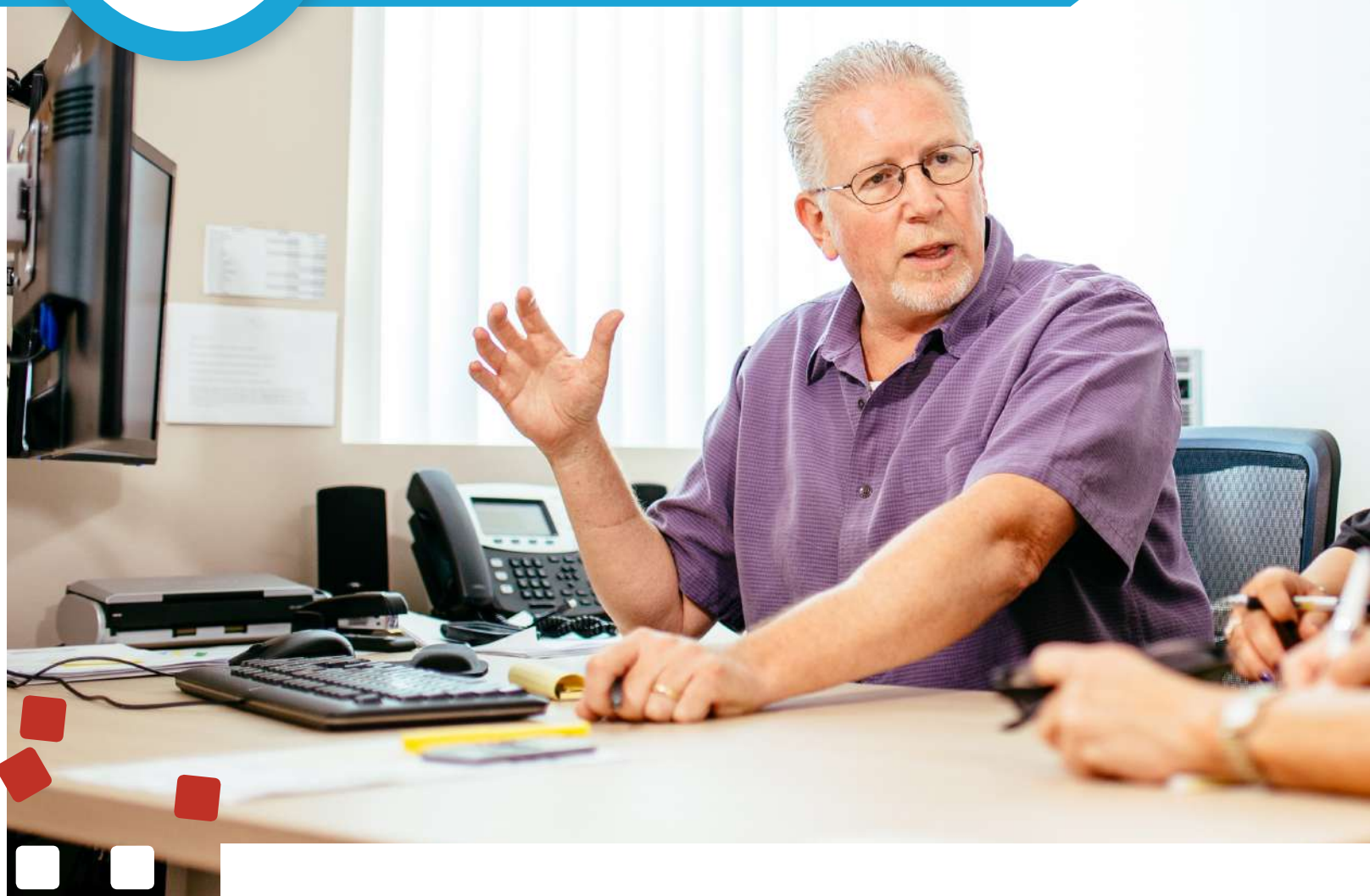
- Increase availability, protect your data, and extend your digital reach by centralizing your computer resources through the internet
- Move applications to the Cloud for scalability and reliability
- Leverage the cloud to protect your critical digital assets and processes

## Hybrid Solutions

- Utilize the best components of both cloud and onsite solutions
- Virtualize servers onsite and move workloads to the cloud as needed or for backup
- Scale on-premise solutions in the cloud temporarily to handle transient, high-demand needs
- Access your critical processes in the best, unique way for your business



“The cost of PCI non-compliance alone ranges from **\$5,000** to **\$100,000** per month”



# Regulatory Compliance

Protect your business by staying compliant





## PCI DSS

- Avoid non-compliance fees with expert guidance through the self-assessment process
- Protect the confidential payment information of your existing clients
- Attract new customers with the assurance synonymous with PCI DSS

## HIPAA & HITECH

- Address both physical and technical policies and safeguards
- Protect your clients' confidential health records and personal info
- Audit your organization and determine necessary steps for compliance

## Expert Guidance

- KME Systems can help you with SOX, ITAR, DFARS and other compliance requirements
- Leverage the wisdom of our expert partners who do this all day, every day
- Streamline and prove compliance with professional audits



# Our Great Outcome Process

Working together, get positive, guaranteed results through a proven methodology. Here's how it works:

## STEP 1

### KME Distinction

- We always have your best interest in mind
- We are not technical janitors
- We value people, yours and ours
- Great outcomes are good for all

### Discovery

- How we can assist – Business Technology
- Define objectives and budget
- Technical Analysis to develop a Scope of Work guaranteeing a Great Outcome

## STEP 2

## STEP 3

### Initial Solution Discussion

- Review technical analysis together
- Better understanding of true needs
- Adjust scope to stay within budget
- Great outcomes are good for all



## Refined Solution Agreement

- Review final solution with client
- Finalize budget
- Discuss timelines guaranteeing a Great Outcome

STEP  
4

STEP  
5

## Solution Implementation

- Project Management
- Proper ordering, testing, configuration and documentation
- Installation and training
- Review of Scope of Work assuring client satisfaction
- Close project and begin Managed Care

## Managed Care

- Maintaining functionality and increasing reliability
- Continually improve while striving for perfection
- Consistent, expert support
- IT Guidance and business process improvement

STEP  
6

STEP  
7

## Continuing Great Outcomes

- Continual improvement via CIO and periodic business review
- Both grow in trust and respect
- Referrals from happy clients



We Give  
A Damn!

# Testimonials

Check Out the Real-World Impact We've Made

“ When an electrical contractor sent a surge back through our system, blew out our UPSs and Servers, KME’s backup solution had us back up and running within the hour even though the servers took a week to repair and restore. The system was the only reason we were able to make our deadline.”

- **Michael W., CIO** - Manufacturing ★★★★★

“ We love you, THANKS SO MUCH for always being there for us!”

- **Rob** - Architecture ★★★★★

“ Thank you for your quick response time and excellent service!”

- Service Company ★★★★★

“ As always, situation was taken care of promptly and professionally! Thank you guys! Have a great and blessed day!”

- Service Company ★★★★★

“ Great response time! Thank you all and have a great day!”

- **Yolanda** - Service Company on KME Systems ★★★★★

“ Excellent service as usual and everything went off without a hitch! Thank you and have a great weekend!”

- Technology Company on KME Systems ★★★★★





**Thanks for  
Reading!**



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