

### IT Complete

*A scalable solution for the small to medium sized business*

Small businesses that are interested in building scalable IT environments without sacrificing cost efficiency, fast execution and quality delivery now have an all-encompassing solution. At a fraction of the cost, small businesses can take advantage of an IT leader who can drive IT strategy and decisions, a service to manage their operational needs, and resources to deliver on technical projects, add value, negotiate contracts and provide vendor management.

#### Our Solution:

- Managed Services
  - Service Desk: End user support of business productivity devices and all associated processes
  - Infrastructure Services: Support and monitoring of back office applications, technologies and processes
- Virtual IT Leadership
  - Part-time CIO provides strategic IT roadmap aligned to business objectives
  - Enterprise Architects provide a technology roadmap, infrastructure design services, and reference architecture
- Purchasing and Procurement Services
  - IT asset management
  - Aid and advise in vendor selection and negotiation
- Project services
  - T&M or fixed fee engagements to deliver on key IT projects

#### Why Taos?

- Provide big firm IT capabilities at a small firm price
  - Service Desk Software (Salesforce.com) is included in the cost of Managed Services
  - Fixed costs allow for annual planning and budgeting for IT
  - Affordable IT leadership allows you to get strategic direction at a fraction of the price
  - Reduces FTE headcount and associated costs
- Minimize distraction of valuable R&D and management resources
- Have the right IT Systems in place to allow for scale
- Industry level SLAs result in industry best practice service levels
- Consistent and complete reporting of issues and costs allow for transparency
- Application of well defined ITIL processes allows for smooth operations
- Ratchet up or down the service required based on business needs

*For additional information, please contact:*

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