



Des Plaines Office Equipment

MANAGED TECHNOLOGY SERVICES



Agenda

- Des Plaines Office Equipment History
- Road to Tech-Flex
- Tech-Flex Today
- Challenges
- Profitability
- The Future

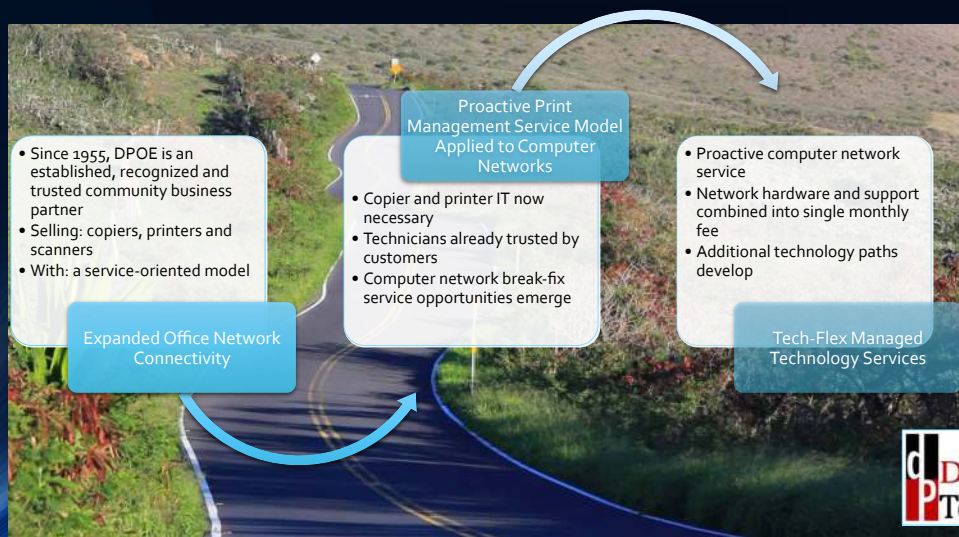


Des Plaines Office Equipment History

- Founded: 1955
- Three generations
- Started with selling office furniture
- Developed into selling and supporting typewriters, calculators, then copiers and printers; now offering comprehensive technology solutions
- Two main focus areas: Image-Flex and Tech-Flex



Road to Tech-Flex:



Tech-Flex Today: Overview

- Computer networks
- Software
- Phone systems
- Network security; data backup and disaster recovery
- Monitors (including interactive screens and digital signage)
- Video walls
- Cloud (endless possibilities)



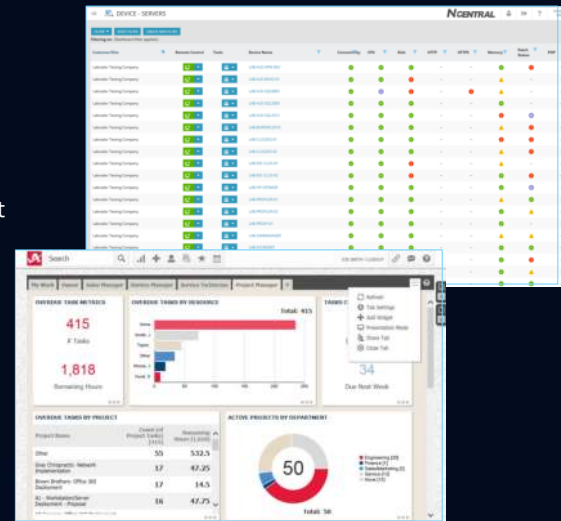
Tech-Flex Today: The NOC

- "NOC": Network Operations Center
- "Nerve Center" monitoring customer networks and receiving alerts
- Primary customer support level and field engineer dispatch center
- 85% of calls remotely completed from here
- Necessary, but outsourceable
- We sell benefit of local, in-house, NOC



Tech-Flex Today: Tools

- N-able
 - "RMM": Remote Monitoring and Management
 - Proactive monitoring and alerts
 - Managed antivirus
 - Managed patches and updates
 - Remote support
- Autotask
 - "PSA": Professional Services Automation
 - Ticketing
 - Statistics
 - Surveys



Tech-Flex Today: The Right People

1. Excited about technology
2. Technology generalist open to new trends
3. Average IT skills adequate for most customer needs
 - Specialized contract consultants close gaps as needed (rare for us)
4. Good personality
5. Excellent communicator



Tech-Flex Today: The Cloud

- Technology paradigm shift from inside (premise) to outside (hosted)
- Users no longer own the technology
 - Subscription-based
 - Consistent with current Managed Print Services model
- Reduced administrative, capital and management burden for service provider and end-user
- Examples:
 - LogMeIn (remote access, storage, backup)
 - Office 365 (productivity tools, email)
 - Phone systems
 - Digital signage
 - Faxing



Tech-Flex Today: Video

- Customers less “wowed” by traditional technology (computers, phones, etc.)
- Interactive video technology provides exciting and corporeal experiences
- Fits well its within current service-based model with opportunities for support and hosted applications
- Digital signage opportunities



Challenges

- Finding the right customers
- Properly assessing prospective customers
- Technology standardization
- Maintaining perceived need in a proactive model
- Commodity strain
- Addressing 24x7 support questions



Profitability

- Affected by decisions to "in-source" or "outsource"
- Large initial investment for DPOE with NOC and Software
- Customers must be a good financial fit
 - During growth cycle, any customer taken (good for short-term; bad for long-term)
 - Some customers selected for non-renewal by Tech-Flex



The Future

- Developing lead generation methods
- Refining customer screening processes
- Reducing infrastructure reliance – developing “Cloud” offerings
- Artificial intelligence



Thank You!

