



TECHNOLOGY, DELIVERY AND ICG IT SERVICES

RICK SADDLER, VP OF SALES
JERRY HOOK, CTO



⚡ Emerging Technologies in
Manufacturing and
Securely Delivered
From Anywhere

⚡ Why IT Managed Services?

EMERGING TECHNOLOGIES

IN MANUFACTURING

- MFGSTREAM
- EDI
- VISIBAR
- VISIWATCH
- TABLEAU
- CADLINK

SECURELY DELIVER FROM ANY
CLOUD PUBLIC OR PRIVATE
CONSIDER ENGAGING ICG TO
HOST IN CLOUDFOUR AND
REDUCE OPERATIONAL
OVERHEAD

ICG's CloudFour Hosted ◀

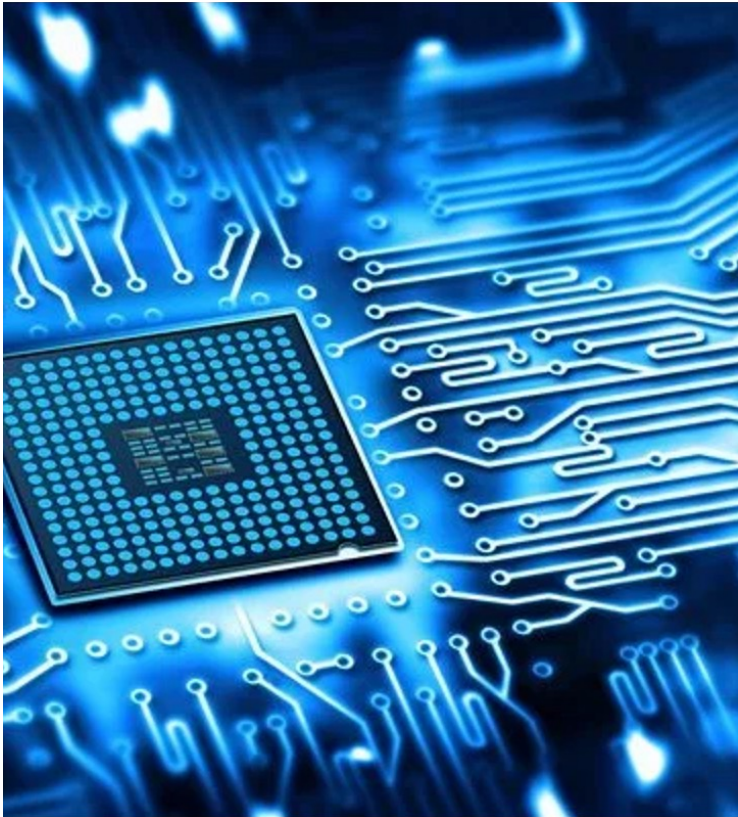
Azure ◀

AWS ◀

Customer Owned CoLo ◀



THE VALUE ICG DELIVERS



WE DO WHAT IT TAKES

We provide end-to-end IT services and technology solutions for small to large sized business.

We consult.

We partner.

IT Provider Since 2004

Cybersecurity

Business
Intelligence

Backups &
Recover

VDI

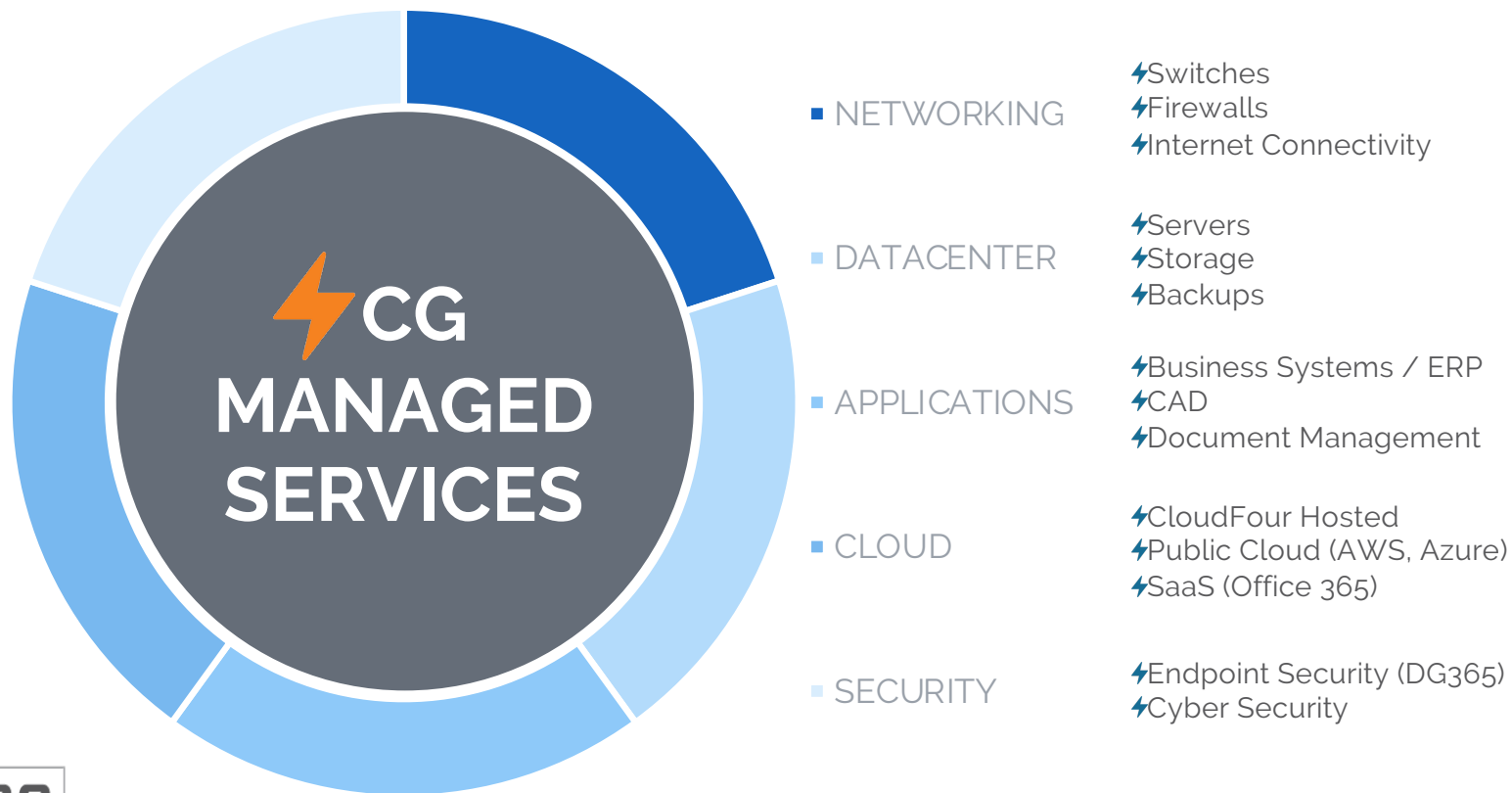
Multi-Cloud

Private Cloud
CloudFour

SAMPLE EXPERTISE



IT MANAGED SERVICES



ICG IT SERVICES

PROFESSIONAL SERVICES & MANAGED SERVICES

PROFESSIONAL SERVICES

Design and Architecting solutions based on customer needs and future growth.

Installation and configuration for the customer.

Skilled IT engineers to meet any IT platform needs or requirements.

Can be combined with Managed Services.

MANAGED SERVICES

24/7 monitored service.

Tailored to meet customer requirements.

Can be an extension or replacement for IT.

Avoid operational costs and gain IT expertise and experience with specific skill sets.

IT MANAGED SERVICES TOUCHPOINT CALLS



ICG's Director of Operations, Justin Apsley, leads each touchpoint call.

- Touchpoint calls are regular cadence opportunities to sync up on the Managed Services account.
- Our goal here is to identify the level of satisfaction our customers have with ICG's delivery of the Managed Services agreement, and to continue to grow.

Justin:

- Sends an email out the morning of the call as a reminder to the customer, and identifies the current status of the service ticket boards.
- Shares his screen during the call, so all metric reporting, ticket statuses, call role-call and call notes are given 100% visibility and gains benefits of clarity when articulating key points of discussion or action items.
- Prints-to-PDF these notes and uses the morning email to distribute back to the customer following the call close.

IT MANAGED SERVICES

Executive Business Review (EBR) CALLS



ICG's Director of Operations, Justin Apsley, co-leads with ICG's VP of Sales, Rick Saddler each Executive Business Review (EBR) call.

- EBR calls are annual cadence opportunities to sync up on the complete customer relationship with ICG.
- We consider it our business to help you grow yours.

Agenda:

- Meet the Team
- Relationship Scorecard
- Strategy and Vision
- Looking Forward

CONSIDER IT MANAGED SERVICES

We offer customizable solutions that fit your unique needs ensuring you only invest in necessary services.

IT MANAGED SERVICES

We offer a la carte pricing options allows you to select and pay for only the services your business needs.

VDI EXPERTISE

ICG LEADS THE SOUTHEAST IN DELIVERING VDI WITH A
COMBINED SENIOR ARCHITECT TEAM EXPERIENCE OF OVER **90+** YEARS!



CITRIX

Citrix deployments via both
On-Premises and Citrix Cloud.



HORIZON

VMware deployments via both
On-Premises and across any
cloud, including our very own
CloudFour.



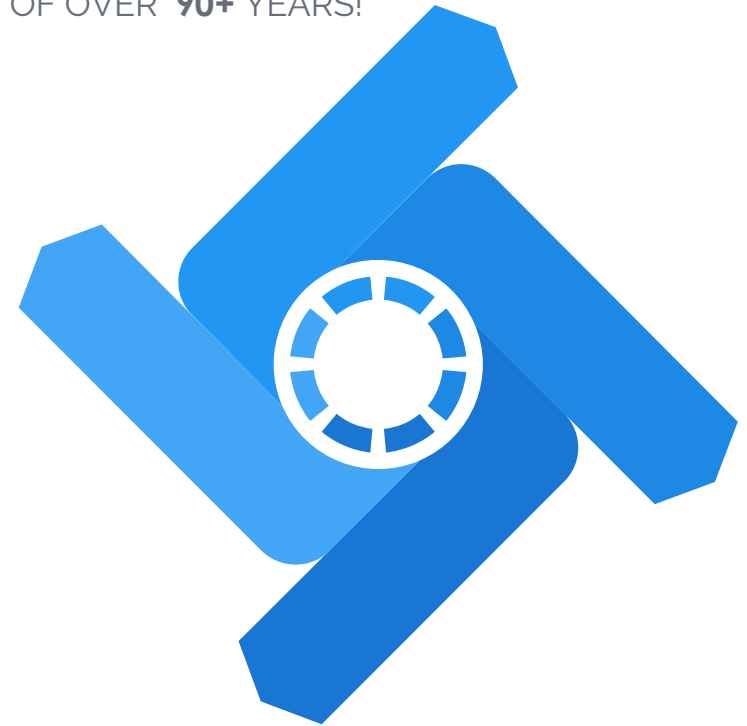
CLOUDFOUR

Private Cloud hosted by ICG,
delivering your VDI and App
platform as SaaS.



CUSTOMER HOSTED

Customer-Owned VDI,
designed, deployed and
maintained by ICG
professionals.





Thank You!