

## SERVICES PORTFOLIO

### IT Security & Compliance

Staying a step ahead of the bad guys requires focused management and execution. Make sure business technology protection is a priority.

### IT Support Services

We monitor and manage our clients' networks, desktops, and everything in between.

### Physical Security

There's one thing everyone agrees on - protecting your people and your assets is absolutely critical.

### Corporate Audio, Video Services

Keep your people connected. Conferencing and video room systems save time, money and travel.

### Structured Cable | Wireless Access

As the size and nature of your business changes, so will your need for IT access and more speed.

### Professional Consulting Services

Need advice for a big project or want strategic input that will help you meet your IT goals?



## Professional Consulting Services

# Vendor Management

## Spending too much time dealing with IT vendors? If so, your business could suffer...

- Slows business process fixes when you and a vendor don't speak the same language
- Prevents staff from assisting customers effectively when downtime is prolonged
- Impedes management decision-making, which could impact your market response
- Disrupts the supply chain if IT problems are allowed to fester
- Erodes confidence among customers, suppliers, partners, investors

## Benefits of Third Party Vendor Management

- Enables easy and convenient trouble reporting through a single point of contact
- Resolves technical issues faster and more accurately when the right level of expertise is engaged on your behalf
- Restores staff functions and business processes to normal operations quicker
- Saves on IT expenses when problems are resolved the right way, the first time
- Frees up your in-house resources to concentrate on bigger, more strategic objectives

## What We Do

- Leverage established vendor relationships to secure prompt response to trouble calls
- Spell out the precise technology issues so support experts can resolve problems faster
- Manage escalations, track progress, and report changes in status to you
- Monitor vendor performance for input into future purchases and support contracts
- Maintain a line of communication with you to avoid misunderstandings and proactively address issues before they become bigger problems

## We Make IT Easy

If your IT vendors are keeping you awake at night, NuLeaf can get you back on track – at a cost that makes sense. Whether you're running a small or mid-sized business, every NuLeaf client is valued. You'll know it, because we'll prove it every day. And it's why for years and years, our client relationships continue.