E|CONSORTIUM™

Compelling Technology Solutions

Each day brings new challenges, but you can be assured that EConsortium is equipped to support all of your technical needs. For fifteen years, we've provided our expertise to diverse industries such as medical, legal, entertainment, oil and gas, real estate and many others. Our broad knowledge base and versatility allows us to bring top-notch proficiency to all aspects of networking, infrastructure, communication and collaboration, security, imaging and document management, custom software development, and managed IT/help desk services.

Consulting and Leadership

All of the principal partners at EConsortium have over 20 years of enterprise IT experience. We are uniquely equipped to offer expert technology consulting and strategic planning services. Let EConsortium perform a thorough audit of your IT environment and help optimize your technology investment to support your business goals.

Networking and Infrastructure

We are Cisco Certified networking professionals, specializing in infrastructure solutions, firewalls, MPLS, voice and VPN. Our team is expert in keeping your IT environment safe and secure, using industry best practices and tools. We also provide business continuity guidance, helping you plan and implement a solution that ensures you won't miss a beat due to downtime or disasters.

Microsoft Gold Partners

We specialize in Microsoft Exchange, Microsoft SharePoint, and Office 365 as well as SQL Server and Microsoft Project. EConsortium can design, architect and implement Active Directory infrastructure, as well as Remote Desktop Services, Hyper-V, and Distributed File Systems.

Software and App Development

EConsortium also works behind the scenes to develop custom software and applications. We've worked on contest sites for major fast food and film companies; web-based registration and reporting sites with over a million transactions per year, games, mobile applications and proprietary internal solutions. We're happy to put that same creativity and knowledge to work for you.

Barracuda

e|control™

CISCO

Microsoft® GOLD CERTIFIED Partner

Meraki

e|control is a set of services designed for companies of all sizes who want the convenience and benefits of an in-house support staff without the cost. Our support experts are dedicated to resolving your issues quickly and cost effectively and we work extended hours for your peace-of-mind. As always, your satisfaction is guaranteed!

Features:

• After-hours, 24/7, and on-site support available
• Server monitoring and updates (on-premises and cloud)
• Monitoring and management of network infrastructure
• Ticketing System to monitor status of customer requests
• Vendor management and dispatch for issue remediation
• Purchasing Assistance

Typical Service Level Agreement:

Ticket Priority	Initial Response	Follow Up	Resolution
Urgent	15 minutes	Every 30 min	4 hours
High	30 minutes	Every 2 hours	8 hours
Normal	1 hour	Every 4 hours	2 days
Low	1 hour	2 days	TBD

Other Services:

• Network Connectivity and Security
• VPNs and Remote Computing
• Hosted Cloud Services (Office 365, etc)
• Backups and Business Continuity
• Redundant Internet Connections and more

Microsoft
GOLD CERTIFIED
Partner

e|control

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