Managed

Services

We cover IT
You grow your business.

KLOUD9

STANDARDIZATION
Documentation of your entire network to build your comprehensive "IT Bible."

COLLECTIVE EXPERTISE
Hundreds of years of combined experience and best practices in the IT industry.

PROVEN SERVICE DELIVERY
Quality service delivery in a single model every single time you need support.

BUYING POWER
Significant buying power with leading vendors, which means cost savings for you.

We cover IT. You grow your business.

At Kloud9, we are serious about superior IT support. We leverage the combined skills, expertise, and knowledge of hundreds of IT companies to tackle your IT problems quickly, so you can simply focus on growing your business.

On average, our Support Desk has...

98.7%
Positive Feedback
(View live on our website)

11:47
Average Call Time

Top Questions to Ask Potential IT Support Companies

1. How is your contract structured? Is there anything that you charge extra for?

2. Do you charge us onboarding or project fees? Labor for system upgrades, office moves, installing new equipment?

3. Does your monthly fee go up AND down based on what you're supporting?

FULLY MANAGED IT SERVICES
100% managed IT services. Forget about your network. We've got IT covered.

SECURE STORAGE SOLUTIONS
Enterprise level infrastructure, storage, security, offering 99%+ uptime SLA and support.

BUSINESS CONTINUITY & DISASTER RECOVERY
We combine planning, prevention, and protection to make sure your business thrives no matter what comes your way.

CYBERSECURITY
Unmatched prevention technology in a single platform. Any threat. Any OS. Any device.

- Network Support & Security
- Virtualization
- Data Backup
- VoIP
- Infrastructure Management
- IT Consulting
- Cloud Services
- CMMC
- Managed Security

1   *Who are we?*

Relax. IT's Covered.

Exceptional IT services without the extra cost.

Let Us Handle Your IT Services

Whether you have problems to solve today or are looking to head off IT problems tomorrow, you need the right IT partner — one that provides the support you need, is close by, and can grow with you long term.

With our flat monthly fee, you can forget about hourly rates, labor billing, fees for drive time, hidden charges, and unpredictable monthly bills. Instead, focus on your business. **We've got IT covered.**

24/7/365 Support

Superior service 24 hours a day, 7 days a week, 365 days a year. Speak with one of our knowledgeable techs any time that you need support. provides the support you need, is close by, and can grow with you long term.

Simple Pricing

Pricing is simple, transparent and easy to understand. Your costs are normalized and predictable so that you always know how to budget for growth.

Truly All-Inclusive

No labor costs, out-ofscope labor or hourly rates. Forget tracking a technician's hours. There are no hidden charges in our agreement. Anywhere.

Your IT Department

Completely aligned with your business. We take complete ownership over all IT management. Your network running smoothly is the only way we are successful.

Leveraging decades of experience and demonstrated expertise to solve your IT problems.

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What's the real cost of IT Downtime?

Infrastructure matters. When your network or applications unexpectedly fail or crash, downtime can have a direct impact on your bottom line and ongoing business operations.

$5,600/minute

Average cost of IT downtime[1]

IT Downtime Factors

The industry average cost of downtime is dependent on a lot of variables. The monetary losses vary when you consider your revenue, industry, the actual duration of the outage, the number of people impacted, the time of day, etc.

For example, losses are significantly higher per hour for businesses who are based on high-level data transactions, like banks and online retail sales.

If you experience an unplanned outage during peak traffic time, obviously the damage will be more significant.

Additional Cost of IT Downtime

But there are other costs that don't often show up in dollar form. Did you know, according to a study by UC Irvine, that it often takes an average of 23 minutes to refocus and get your head back in the game after an interruption?

IT downtime affects customer retention, employee productivity and reputation in the marketplace. It is extremely expensive, and in ways that can make or break the successof your organization.

ZZZ...

23 minutes lost

Average time to refocus[2]

We are aligned with your goal of network uptime. Our proactive IT approach ensures that your company is prepared if downtime strikes.

1. Lerner, A. (2014, Jul 16). The Cost of Downtime 2. Pattison, K. (2008, Jul 28). Worker, Interrupted: The Cost of Task Switching

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Comprehensive Services

You'll only have one person to call in the event of an incident.

Cybersecurity

Our proactive cybersecurity approach applies deep learning techniques that are at the forefront of protecting against cyberattacks.

It's an unmatched prevention technology in a single platform.

Managed Print

We take the guesswork and frustration out of managing your existing printer fleet.

With our strategic approach to managed print, you get precisely what you need, when you need it.

Business Continuity

Our complete backup and disaster recovery (BDR) solution puts steps in place to prevent data loss and allows for quick and reliable data recovery.

The ability to spin up virtual machines minimizes downtime in the event of server failure.

Cloud Services

Give your team anywhere, anytime access to critical files on any device and improve employee productivity.

A cloud-based infrastructure managed by Kloud9 does that as well as scales with you as your business grows.

VoIP Made Simple

We offer a full-featured voice continuity system to complement your IT portfolio.

The advantages of VoIP are a natural addition to your network.

Additional Services Include:

Hosting, On-site & Remote IT, Vendor Management Services, Hardware as a Service, Email/Spam Prevention, Virtualization, NIST Compliance, HIPAA Compliance, GDPR Compliance

The benefits are simple. We can offer better pricing, better service and we can manage it all for you so that you can focus on your business.
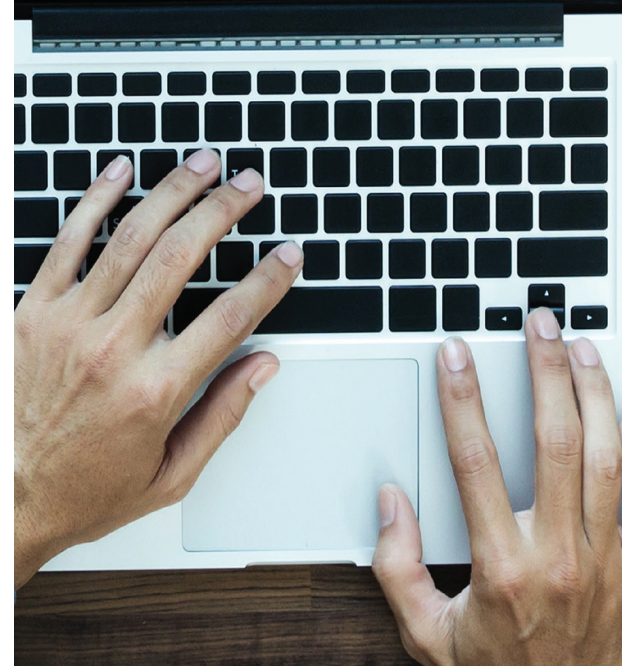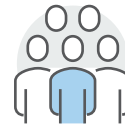
Business owners face an important question...

One Full-Time IT Employee (FTE)

Managed IT Department (MID)

$100,000	$ per year	$75,000

You're paying for...

Salary + Insurance + Benefits + Office Space +

Equipment + Payroll Taxes + Recruiting +

Training + Admin Costs

You're receiving...

- Predictable budget
- Security
- 24x7 Service Desk
- Unlimited support
- Disaster recovery
- And more

What's included?

✗	Access to the latest and greatest tools	✓
✗	Security/anti-virus software	✓
✗	Monitoring applications	✓
✗	Ticket management	✓

Assumptions based on a 50-person company with no existing IT internally. But this applies to all different sizes of companies

Why are we a good fit?

Should I hire an in-house or work with a vendor?

One Full-Time IT Employee (FTE)   ## Managed IT Department (MID)

Both options have their advantages. What type of value and quality are you looking for in IT support?

One Full-Time IT Employee (FTE)	Managed IT Department (MID)
"Walk down the hall" to report an issue	24x7 Support Desk is always connected and available
More specialized environment	Up-to-date tech expertise
Escalate only when your in-house "doesn't know"	Lower cost and predictable budget
Familiarity with a full-time employee	Unlimited remote and onsite support

? Both options also present potential challenges. The question is, which one is best for your business?

One Full-Time IT Employee (FTE)

1. Can we afford continual IT Training? What if there's an IT disaster?
2. What if our IT person is out sick or on vacation?
3. Is in-house support worth the extra cost? What happens when we grow?
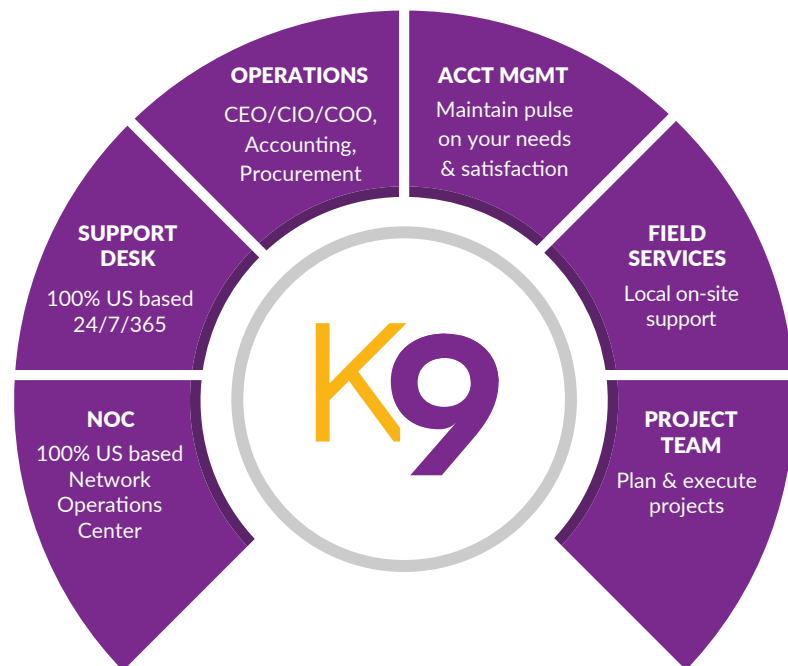
Managed IT Department (MID)

1. Most issues are handled remotely. Do we need someone in-house every single day?
2. Will we still have control of our network?
3. Can we trust another company to manage our IT assets?

Choosing an IT provider is not an IT decision — it's a BUSINESS decision.

Your Very Own IT Department

Kloud9 — **Kloud9** is a Managed Services and Security Provider that can encompass all of your IT needs.

OPERATIONS
CEO/CIO/COO,
Accounting,
Procurement

ACCT MGMT
Maintain pulse
on your needs
& satisfaction

SUPPORT DESK
100% US based
24/7/365

FIELD SERVICES
Local on-site
support

NOC
100% US based
Network
Operations
Center

PROJECT TEAM
Plan & execute
projects

K9

Support Desk & NOC

We've built out a singular, 100% US based Support Desk and Network Operations Center (NOC) utilizing a proven and tested service delivery model based on hundreds of years of combined experience and best practices.

Buying Power

Duplicate costs have been eliminated. Significant buying power with leading manufacturers such as Dell, HP and Microsoft compared to the "Mom and Pop" IT Shop.

Documentation

We use a state of the art electronic network documentation system. We document your entire network and build a comprehensive "IT Bible" of your network.

The result: Anyone from our team can immediately provide quality support because they have all of the information and knowledgebase needed at their fingertips. We can provide you and/or key employees access to this documentation.

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1. We are High Demand / High Availability

What does this mean? We operate 24/7/365. Our company's entire focus is on mitigating, eliminating and preventing system downtime for our clients. All of our services and solutions revolve around this approach.

2. We are Truly Flat-Rate IT

What does this mean? We do not charge labor in any form or fashion. You will not see out of scope labor, hourly rate sheets or hidden charges in our agreements. Anywhere. Period.

How do I compare your model vs. competition? Ask your provider the following questions:

- *How is your contract structured? Is there anything that you charge extra for?*

- *Do you charge us onboarding or project fees? What about labor for system upgrades, office moves or installing new equipment?*

- *Does your monthly fee go up and down based on what you're supporting? How so?*

What are the benefits?

- Our business interests (uptime) are aligned.

- We trade a static amount of money for an unlimited amount of time.

- You reward us by giving us your business. We reward you by taking all the risk. If we can manage your infrastructure and we can make it run smooth, we are profitable. Conversely, if we have to come out every day, we are not.

Why is paying hourly for IT support such a bad idea?

- It places a fundamental conflict of interest between you and the hourly IT firm. They don't have incentive to resolve problems quickly because they're getting paid by the hour. The more problems you have, the more they profit.

- Risk of unforeseen circumstances, scope creep, learning curve inefficiencies and outright incompetence are shifted to you.

- They have zero incentive to properly manage the time spent and efficiency of a technician assigned to fix a problem.

- You are responsible for tracking the hours they've worked to make sure you aren't getting overbilled.

- You often have no way of really knowing if they've worked the hours they say they have.

3. We are your IT Department, not your Outsourced IT Guy

What does this mean? With most IT companies, you get unpredictable costs and finger pointing when it comes to your IT. With an in-house IT department, you would pay an IT guy a fixed amount of money every month and you have them manage all your IT. Our model reflects that same paradigm.

What are the benefits?

- We take ownership over all IT issues.
- Your costs are normalized and stable.

4. Our Pricing is Predictable and Transparent

What does this mean? Most MSPs will come in and quote a vague, lump sum number for your monthly fee. You have no way to forecast and project how that fee would change should you grow or contract. If you look at our agreement, you'll see that each computer has a cost associated with it as well as the servers.

The only way our monthly agreement price changes is if you grow or you contract. For example, you hire a new employee who needs a new laptop set up. If you lose an employee, our pricing will automatically adjust.

What are the benefits?

- No more haggling over your monthly fee when things change
- Mountain Valley Principle: You can forecast and project your future costs as your business grows (or contracts) — we grow and contract with you.
- You're not held hostage by an agreement and cost structure that's impossible to understand.

We cover IT. You grow your business.

We are serious about superior IT support. We leverage the combined skills, expertise, and knowledge of hundreds of IT companies to tackle your IT problems quickly so you can simply focus on growing your business.

Focus on your business.
We've got IT covered.

deepINSTINCT

ZERO-TIME THREAT PREVENTION

Predictive threat prevention platform with multi-layer protection against any known or unknown threat.

Deep Instinct's protective solution can be applied to any device with any operating system.

100% prevention rate | **ZERO** false positives

Independent Lab Test, April 2019

HUNTRESS

ADVANCED THREAT DETECTION

Threat detection and swift remediation techniques in the case of a data breach.

Huntress Labs is a leading provider of advanced threat detection and actionable cybersecurity intelligence.

12K+ discovered breaches

Since 2017

OpenDNS

CLOUD-BASED SECURITY PLATFORM

Protection against threats on the internet such as malware, phishing and ransomware

OpenDNS is a cloud security platform that provides the first line of defense against threats wherever users go

Cisco analyzes over **175 billion** internet requests a day

OpenDNS is part of Cisco

CyberFOX™

SECURE. INTELLIGENT. POWERFUL. IDENTITY ACCESS MANAGEMENT SOLUTIONS FOR MSPS

Securely store ALL credentials with 1 master password

Available for Windows, iOS and Android

mailprotector®

EMAIL SECURITY

We are a HIPAA compliant email security, compliance and encryption platform designed to help you keep your users safe. Mailprotector won't make you choose between security and ease of use.

Six layers of scanning

Against both known and emerging email-based threats

ID 20/20

USER VERIFICATION

Secure your clients from social engineering attacks.

ID 20/20 allows you to control client access to technical resources with easy BMS integration.

Secure access with MFA without an extra application

Prevent unauthorized access via social engineering

+ *Security Stack & Client Testimonials*

"What are others saying?"

WORK FROM ANYWHERE

The team at Kloud9 IT worked very hard to get our team set up to work from anywhere during the Covid19 pandemic. The techs knew we did not have much time before the mandatory shutdown

Their expertise in cloud technology enabled our team to work from anywhere in less than a month. We appreciate the sense of urgency and the fast, high-quality work.

CHET MULL, OWNER,
MULL IRON

GREAT FOLLOW UP AND
TIMELY RESOLUTION

The team at Kloud9 IT worked very hard to get our team set up to work from anywhere during the Covid19 pandemic. The techs knew we did not have much time before the mandatory shutdown

No one is ever made to feel bad about making a call for help. I would highly recommend working with Kloud9. We have had nothing but great support and service from them for over a decade.

PAULA KNODEL, OWNER
GENERAL TITLE INSURANCE AGENCY

COST SAVING SERVICE!

Since switching to Kloud9 IT our infrastructure costs have decreased.

The Kloud9 team is highly skilled and prompt to respond to any IT issues.

Switching to Kloud9 has proven to be a cost saving service provided by highly skilled technicians who provide service that feels like you have a full internal IT department backing you up.

ROBERT SCHMIDT, CHAIRMAN AND CEO,
ORBITAL RESEARCH

FOCUS ON MY WORK, NOT IT

My firm recently added Kloud9 IT as our provider of IT support services. I had a situation in which I needed assistance in getting some applications installed.

The Kloud9 IT team responded quickly and effectively, allowing me to focus on my work!

I appreciate the high level of service and the attention to detail you would normally expect from an internal IT department.

ROBERT SCHMIDT, CHAIRMAN AND CEO,
ORBITAL RESEARCH

We're happy to answer any questions you may have. Contact us to schedule a FREE consultation!

Relax. IT's Covered.

Exceptional IT services without the extra cost.

Kloud9

Our Mission: Our goal is to deliver the latest technology consulting services, maintenance and support as a highly cost-effective IT solution in order to maximize our clients' productivity and profitability.

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Serving All of Ohio