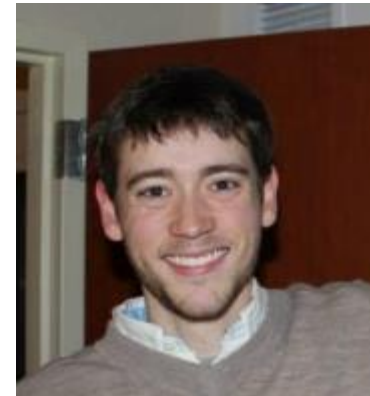# Featured Speakers

Paul Cissel
President & CEO

Pete Peterson
VP, Sales

MJ Shoer
Chief Technology
Offcer

Zach Leffler
Marketing Manager

Bill Bradley
VP, Marketing & Business
Development

NorthFace ScoreBoard Award Notification

Auditor's Letter

You Go First Class with I&T

Paul Cissel
President & CEO

Who Are We?

I&T Company Mission

To Provide First Class Service in a Proactive Manner for our Customer's Voice and Data Needs.

What is First Class?

Technical expectations:

- Treat every ticket as if it were the most important thing in the world

- Use the Standard Templates & Run Book items to ensure consistency

- First Touch Resolution

- Fix the root of the problem, not the symptom

- Look for cause & effect; escalate if unsure

- Proactive; get to and resolve before the customer

- Communicate often, with clarity, and always explain "why"

internet & telephone
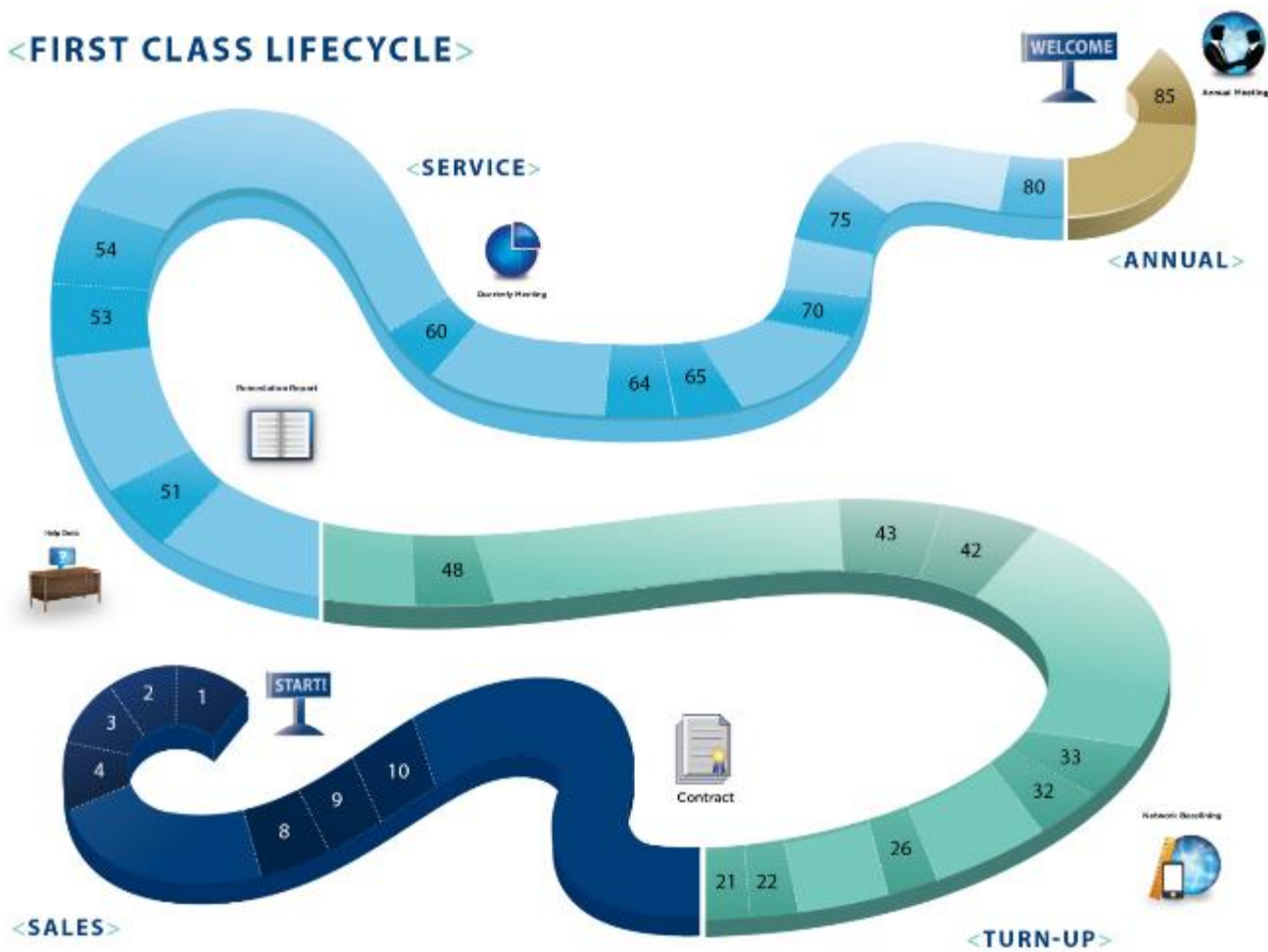
Pre-Sales

1 Identify Prospect
2 Call Prospect
3 Qualify / Set Appointment
4 Add to Connectwise
5 Intro Email to Prospect
6 First Appointment (at client)
7 Create Opportunity in CW
8 Assign to Drip Email Track
9 Drip Email 1
10 Follow up call / Invite to office
11 Drip Email 2
12 Second Appointment (at I&T)
13 Drip Email 3
14 Call - Verbal Pre-close
15 Drip Email 4

Sales

16 Deliver Proposal
17 Drip Email 5
18 Follow up / Close
19 Get Signature

Turn-Up

20 Convert Opportunity
21 Handoff Meeting
22 Create Project in CW
23 Send Contract for Signature
24 Send Welcome Kit
25 Send W-9
26 Billing Interface Training
27 Customer Portal Training
28 Assign TAM
29 Assign CAM

Turn-Up

30 Wiring Certification
31 Network Discovery
32 Photos of Equipment
33 Install Kaseya
34 Create Executive Report
35 Run Patch Scan
36 Remove old AV / Malware
37 Install and Configure AVG
38 Install and Schedule Backup
39 Create Visio Diagram
40 Set up PRTG
41 Set up PacketTrap
42 Schedule Patches
43 Schedule Backups
44 Create Emergency Contact List
45 Creative Executive Report & Schedule
46 Install AV
47 Create Billing Ticket for Agent Count
48 Remediation Report
49 Asset Rotation Plan
50 Core Network Signoff

Service

51 Helpdesk Turnover
52 Verify Billing
53 1st Month Invoice
54 1st Month Executive Report
55 Review 1st Invoice with Customer
56 2nd Month Invoice
57 2nd Month Executive Report
58 3rd Month Invoice

Service

59 3rd Month Executive Report
60 First Quarterly Meeting
61 4th Month Invoice
62 4th Month Executive Report
63 5th Month Invoice
64 5th Month Executive Report
65 6th Month Invoice
66 6th Month Executive Report
67 Second Quarterly Meeting
68 7th Month Invoice
69 7th Month Executive Report
70 8th Month Invoice
71 8th Month Executive Report
72 9th Month Invoice
73 9th Month Executive Report
74 Third Quarterly Meeting
75 10th Month Invoice
76 10th Month Executive Report
77 11th Month Invoice
78 11th Month Executive Report
79 12th Month Invoice
80 12th Month Executive Report

Annual

81 Annual Maintenance
82 Annual Planning Report
83 Asset Rotation Plan
84 Business IT Plan
85 Annual Meeting / Review

NorthFace ScoreBoard Award Recipient Benchmark Data

Category:	Internet & Telephone 2016		NorthFace ScoreBoard 2015		
	SB Index	% Satisfied	Average	Best in Class	Top 10
Customer Service	4.8	99%	4.7	4.8	4.7

Comparison of Internet & Telephone's Categories to Omega Management Group Corp.'s 2015
NorthFace ScoreBoard Award Recipients Average, Best in Class and Top 10.

Customer Satisfaction Ratings - Weighted Average & Percent Satisfied

Customer Service	SB Index	% Stisfied	Q1	Q2	Q3	Q4
1. How did the Internet & Telephone Tech perform on this task?	4.8	99%	4.9	4.8	4.8	-

Note: SB Index = Weighted average - multiply the number of responses by the value of each rating (5 - 4 - 3 - 2 - 1), sum all of the ratings and divide that sum by the total number of responses for each question.

% Satisfied = Total number of responses for each of the top 3 ratings (5-4-3) on the 5 point scale, divided by total overall responses.

Rating Scale: 5 = Exceeded Expectations; 4 = Performed Above Expectations; 3 = Met Expectations;
2 = Performed Below Expectations; 1 = Did Not Meet Expectations

I&T is unique for 3 reasons:

1. Our People

2. Our Processes

3. Our Tools

![internet & telephone logo]

Internet & Telephone By The Numbers

- 600 Business Customers
- Installed & Managed 6,500 PCs and Servers
- Installed & Managed 10,000 VoIP Phones (Cisco, Avaya & NEC)
- Host 1,000 Web Sites
- 20 Million Voice Minutes Monthly
- 2 Million Emails Daily
- Install over 1,000,000 ft. of Cat 6 Cable Annually
- Install over 50,000 ft. of Fiber Annually

Locations

Network Operations Center / Headquarters

421 Merrimack St.

Methuen, MA 01844

978.683.9100

New Hampshire Office

11 Manchester Sq

Pease Intl Tradeport

Portsmouth, NH 03801

603.431.7864

Boston Office

1 Summer St.

Boston, MA 02110

617.303.6300

421 Merrimack St., Methuen, MA 01844 | 11 Manchester Sq., Portsmouth, NH 03801 | 1 Summer St., Boston, MA 02110

internet & telephone

1 CIO-Level Consulting / Strategic Planning
Select and implement the right technology for your needs today and down the road.

2 Senior-Level Network Consulting
Develop your needs assessment, network design, and implementation plan.

3 PC Inventory / Computer Audit
Automated computer and software inventory, including scheduled LAN audits.

4 Network Monitoring / Alerts
Instant notification of hardware or software changes, policy violations, low disk space and unapproved access.

5 Windows Event Monitoring / Alerts
Remotely monitor Windows system event log, application event log, and security event log.

6 Patch Management
Automated security patch scan, patch deployment, and history. Scalable and secure.

7 Software Installation / Update
Install and update software throughout the office. Flexible and easy.

8 Help Desk / Trouble Ticketing
Integrated trouble ticketing. Policy based notification. Online chat for support personnel and users.

9 PC Remote Control / Remote Support
Secure and configurable remote access. No port mapping or infrastructure changes required.

10 Emergency After Hours Support
Contact our Network Operations Center anytime 24/7.

11 Network Administration
User account adds, moves, changes, and password resets per your direction.

12 Integrated Reports
Customized integrated management reports. View online or export.

13 EndPoint Protection / Email Defense
Premium Anti-Virus / Spyware / Malware and Anti-SPAM protection. Updated daily to keep your computers safe & running at optimal speed.

14 Backup / Disaster Prevention
Daily image backups of computers and servers to prevent catastrophic data loss.

Findings Review & Remediation Report

Customer:
Date: April 13, 2010

Introduction

Internet & Telephone's evaluation of the CUSTOMER network was performed using our custom suite of network configuration discovery processes and best practices analysis tools. Our goal was to identify components of the network that present a risk to the security, availability, and performance of CUSTOMER corporate technology & data.

This report includes seven of our standard Technical Assessment Components plus a Summary and Recommendation. These seven components together encompass all facets of a network infrastructure.

1. Environmental & Physical Assessment
2. Internal Network Discovery & Vulnerability Scan

A GUIDE TO YOUR MONTHLY EXECUTIVE SUMMARY REPORT |

Updated July 29, 2016
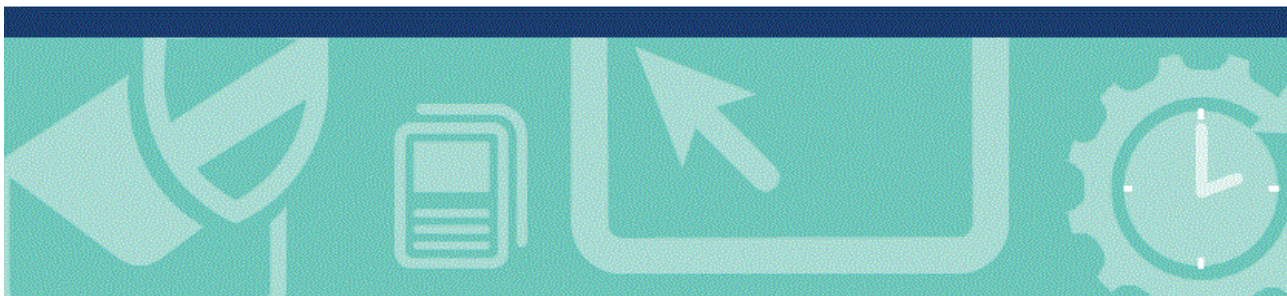
Network Health
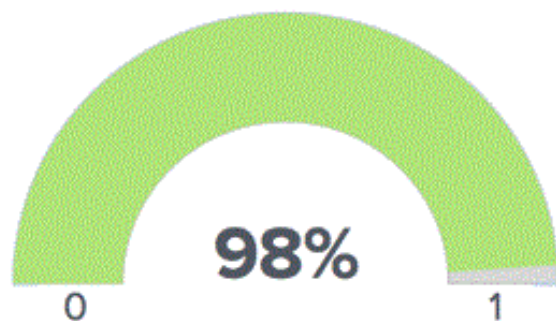
The Network Health Gauge displays your overall network health percentage. This summary gauge gets its score directly from the average of the six (or four) scores calculated in the Network Health Breakdown gauge, located directly below it on your report.

98%

0   1

Network Health Score Key

Use this key to determine where your network lies in our score chart, and what can be done to boost your score.

< 75%
RED: Critical
Multiple items on your network need immediate attention.

>= 75%
ORANGE: Warning
Several items on your network may need remediation.

>= 85%
YELLOW: Average
One or more items on your network may need remediation.

>= 95%
Green: Excellent
Your network is in excellent condition.

Workstation Patching

Full: 42% (33)
1-2 Missing: 3% (2)
3-4 Missing: 5% (4)
>5 Missing: 50% (39)
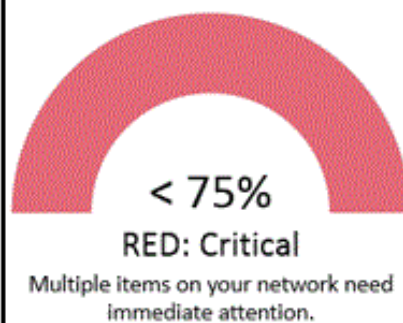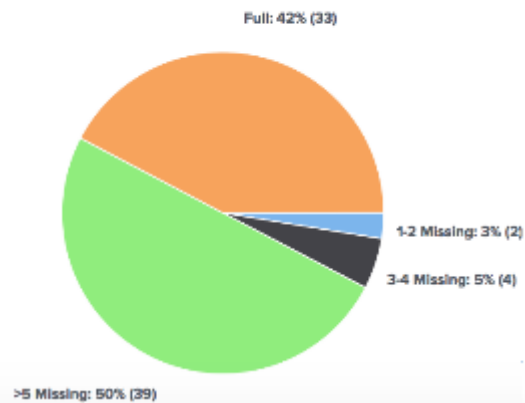
Workstation Operating System
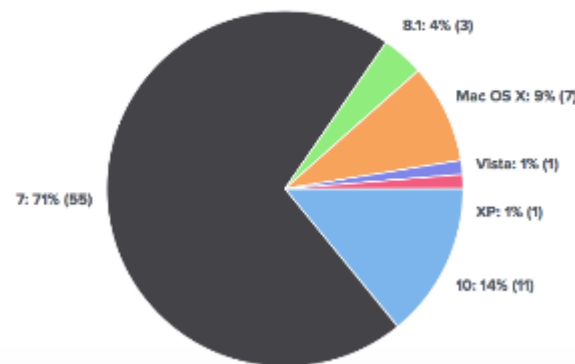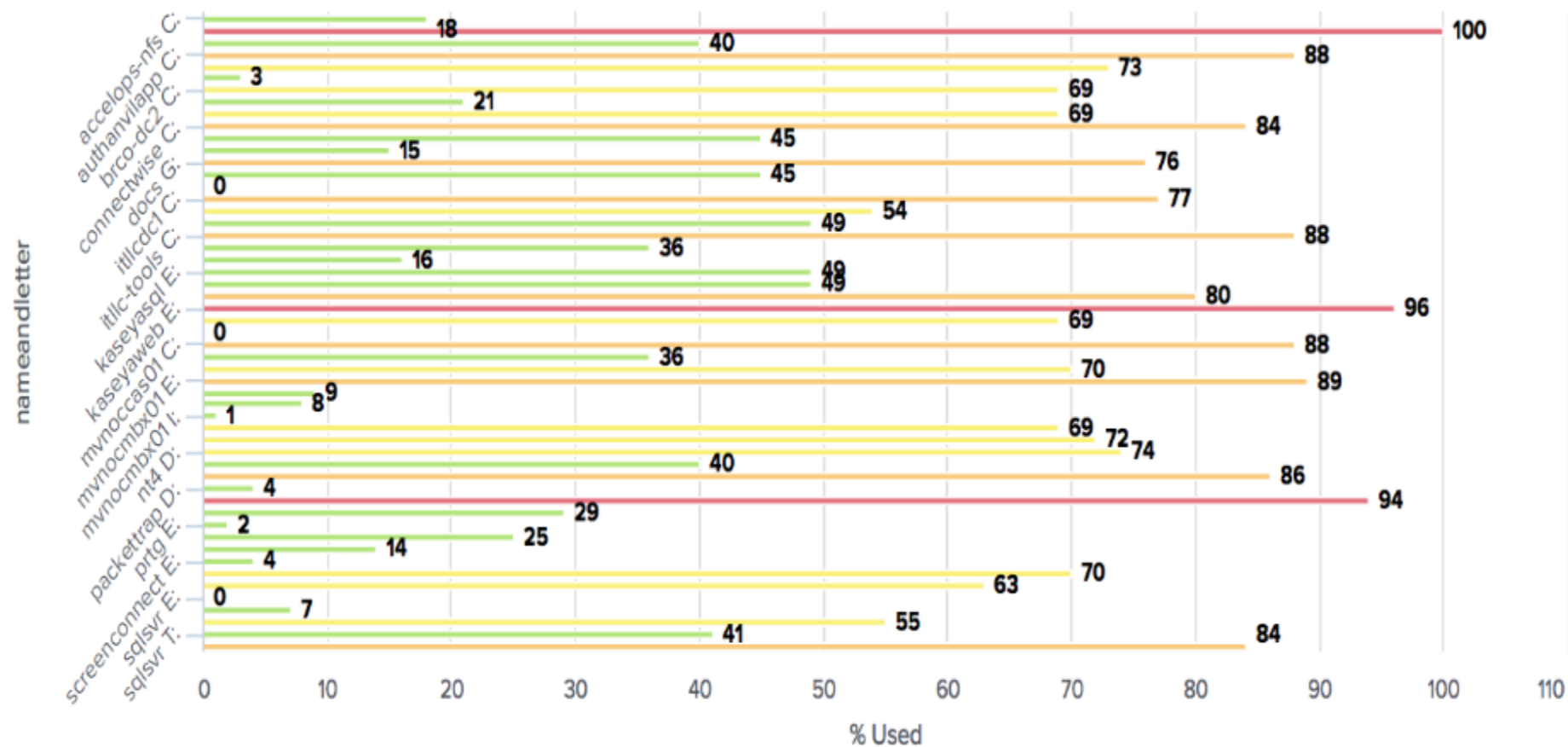
8.1: 4% (3)
Mac OS X: 9% (7)
Vista: 1% (1)
XP: 1% (1)
10: 14% (11)
7: 71% (55)

421 Merrimack St., Methuen, MA 01844 | 11 Manchester Sq., Portsmouth, NH 03801 | 1 Summer St., Boston, MA 02110

Server Disk Space

% Used (x-axis), **nameandletter** (y-axis)

- accelops-nfs C.: 18
- (C.): 40
- (C.): 88, 100
- authanvilapp C.: 3
- (C.): 73
- brco-dc2 C.: 21
- (C.): 69
- connectwise C.: 69, 84
- docs G.: 15, 45
- itllcdc1 C.: 0, 45, 76
- itllc-tools C.: 54, 77
- kaseyasql E.: 49, 88
- (E.): 16, 36
- kaseyaweb E.: 48, 49
- kaseyacas01 C.: 80, 96
- mvnoccas01 E.: 0, 69
- mvnocmbx01 I.: 36, 88
- mvnocmbx01 E.: 70, 89
- nt4 D.: 8, 9
- mvnocmbx01 D.: 1, 69, 72, 74
- packettrap E.: 40, 86
- (D.): 4, 94
- prtg E.: 29
- screenconnect E.: 2, 25
- (E.): 14
- sqlsvr E.: 4, 63, 70
- sqlsvr T.: 0, 7, 55
- (T.): 41, 84

421 Merrimack St., Methuen, MA 01844 | 11 Manchester Sq., Portsmouth, NH 03801 | 1 Summer St., Boston, MA 02110

Tickets Opened

421 Merrimack St., Methuen, MA 01844 | 11 Manchester Sq., Portsmouth, NH 03801 | 1 Summer St., Boston, MA 02110
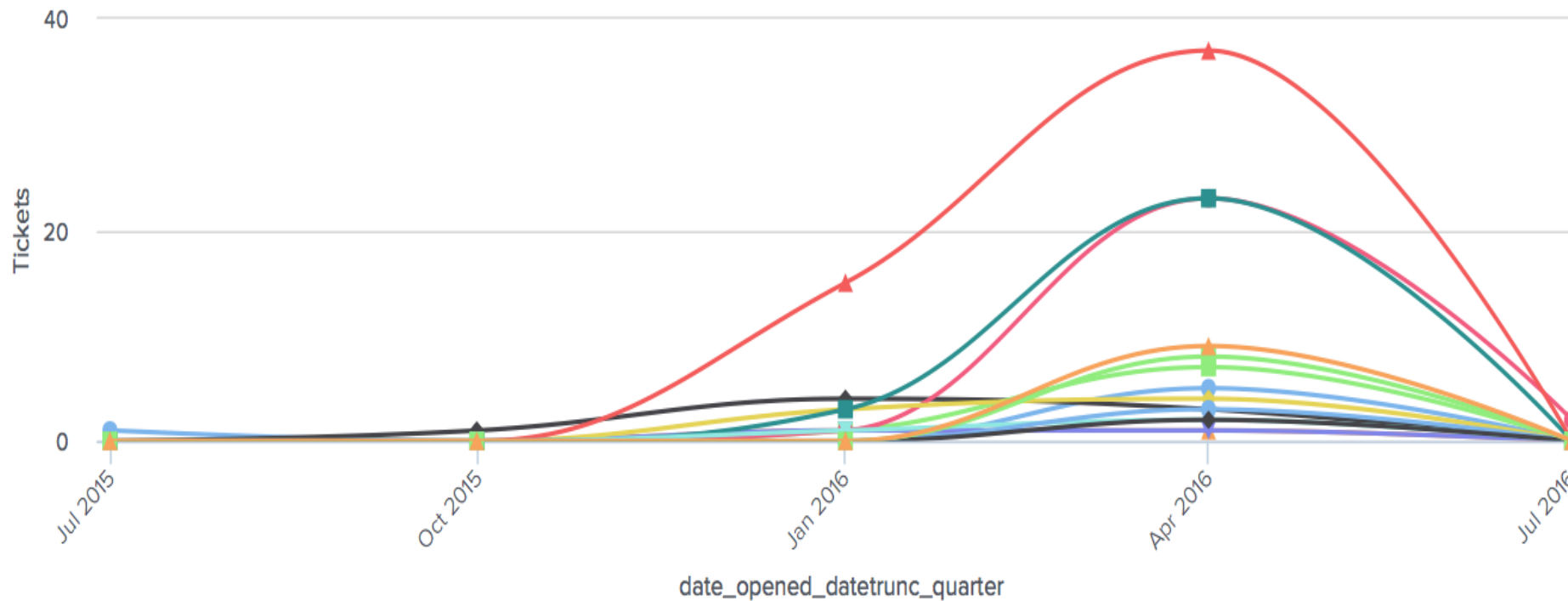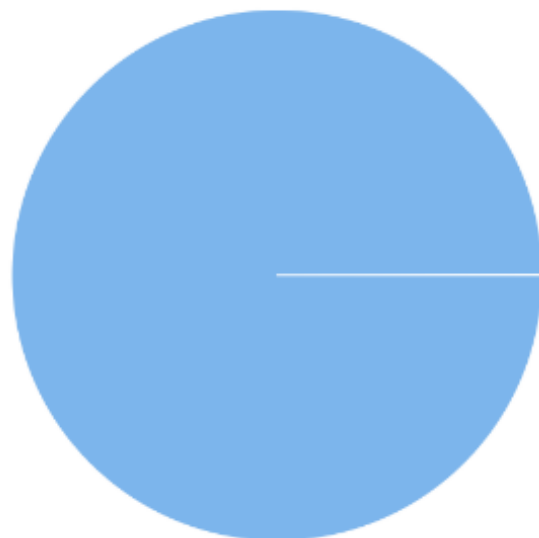
Branding CX at I&T

Zach Leffler
Marketing Manager

Internet & Telephone is dedicated to providing our clients
with a first-class sales process and customer experience

THE MONTHLY WIRETAP

Holiday Edition: News from around the world and your backyard

2017 Security Predictions

If you thought 2016 was bad, fasten your seat belts. From W-2 scams to WordPress vulnerabilities, ransomware, business email compromises, DDos attacks and allegations of a hacked presidential election, 2016's not over yet...Continue

internet & telephone

THE CLOUD:
Establish Your Vision

Does your enterprise have the strategy and IT support it needs to evolve and stay competitive in the digital age?

During this **complimentary Lunch & Learn** session, industry experts MJ Shoer, Pete Peterson, and Doug Smith will leverage their deep technical knowledge to analyze what an effective enterprise cloud strategy looks like, including:

- How the cloud environment impacts the flexibility of your applications and services
- Understanding choices available in the cloud, including the growth of the Internet of Things
- How extending apps into the cloud and onto mobile devices leads to improved processes and workflows
- The underlying security efforts needed for your technology stack—from device to cloud

THURSDAY, OCTOBER 27TH
Lunch Reception
11:45AM-1:30PM

The Lanam Club
260 N Main St,
Andover, MA 01810

FRIDAY, OCTOBER 28TH
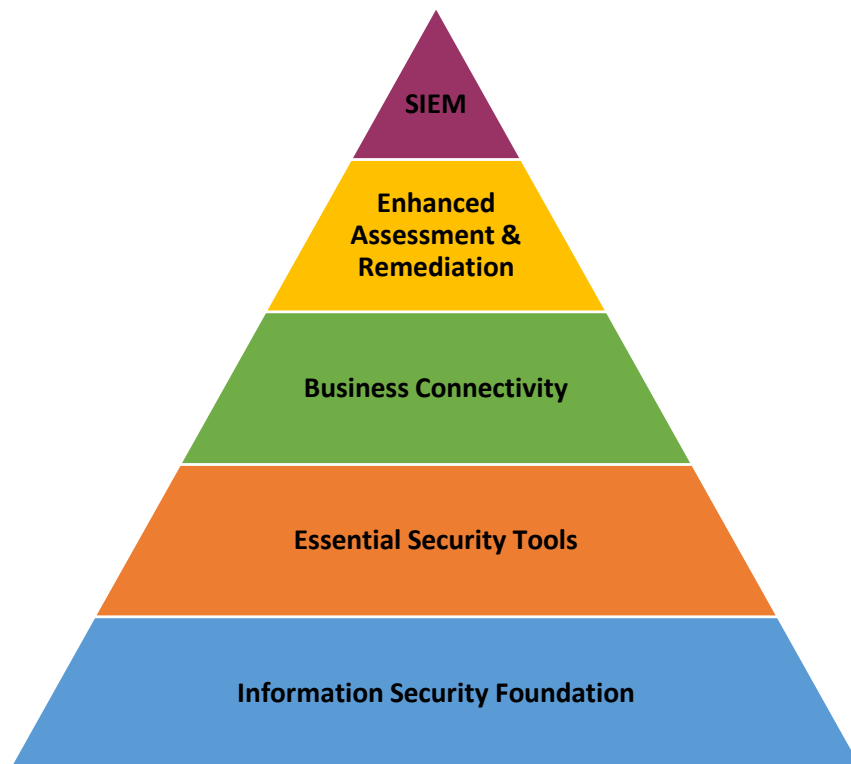Lunch Reception
11:45AM-1:30PM

The One Hundred Club
100 Market Street, Suite 500
Portsmouth, NH 03801

Internet & Telephone Security Products

Tenants of IT Security:
1. Identify
2. Protect
3. Detect
4. Respond
5. Recover

Pyramid levels (top to bottom):
- SIEM
- Enhanced Assessment & Remediation
- Business Connectivity
- Essential Security Tools
- Information Security Foundation

internet &
telephone

KnowBe4
Human error. Conquered.

KnowBe4 Scam Of The Week: Amazon Account Threat

Cyber criminals are attacking Amazon users with a phishing campaign that falsely claims a small number of accounts have been hacked. The email starts with an "Important Notice" and you are required to "verify" your Amazon account, by providing payment card information and security details. The email threatens that if you do not comply with the verification process, restrictions may be placed on your account.

Well, Think Before You Click. The email is a scam to try to trick you into revealing your credit card information and more. If you see an email like this that has not been caught by any spam filter, delete it. Remember the rule: "If In Doubt, Throw It Out!"

You may also receive fake shipping notices or order receipts too, enticing you to "click to cancel your order" or "click to contact customer service". The bad guys really step it up around the holidays!

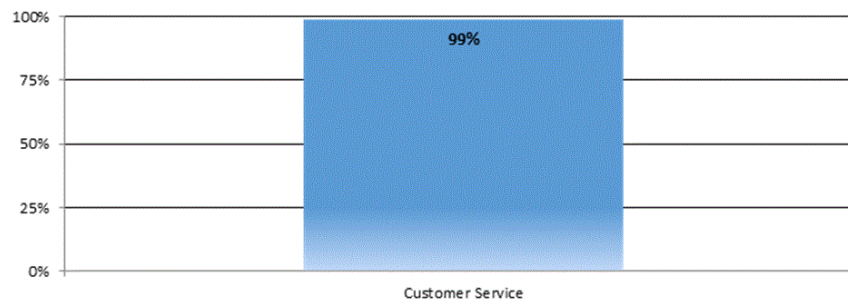Remember, Think Before You Click! Stay safe out there.

ScoreBoard Index
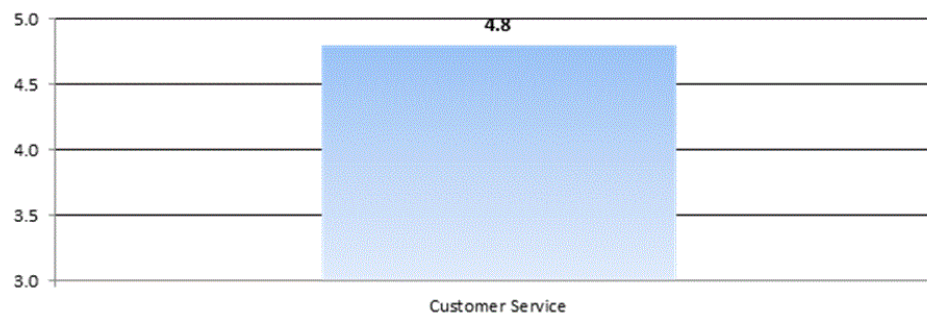
ScoreBoard Index = Multiply the number of responses by the value of each rating, sum all of the ratings and divide that sum by the total number of responses for each question.

Overall Satisfaction

Overall customer satisfaction percent is calculated based on the top 3 ratings on 5 point scale:
[5 = Exceeded Expectations; 4 = Performed Above Expectations; 3 = Met Expectations]

Thank You! Q&A

internet & telephone

Paul Cissel
President & CEO
pcissel@itllc.com
978/683-9100

Pete Peterson
VP, Sales
ppeterson@itllc.com
978/683-9100

MJ Shoer
Chief Technology
Officer
mjshoer@itllc.com
978/683-9100

Zach Leffler
Marketing Manager
zleffler@itllc.com
989/683-9100

BCfL
Building Customers for Life

Requests for Information

Bill Bradley
VP, Marketing & Business Development
Omega Management Group Corp.
bbradley@omegascoreboard.com
Tel. 978-715-2587