ProviNET
Solutions

Unlocking the Potential of Technology

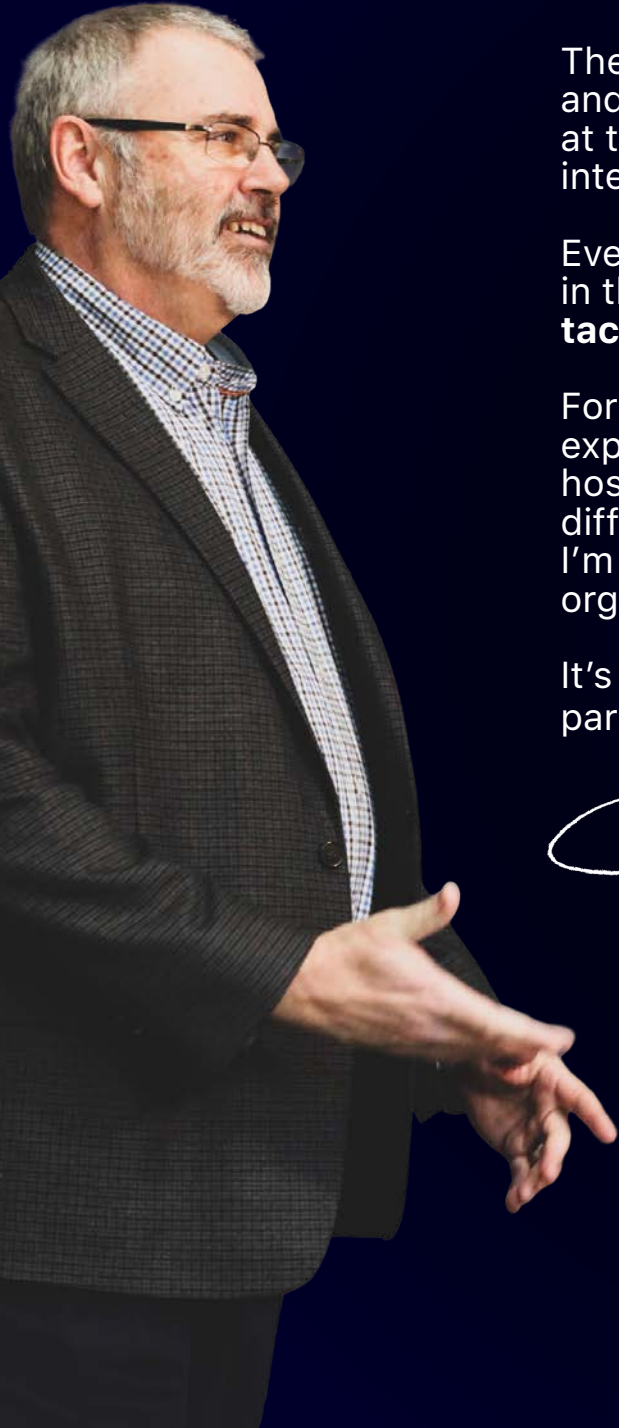# Table of Contents

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Solutions

Message from our CIO

There is a technology revolution happening right now. A revolution that is **disrupting** and **transforming** businesses and entire industries around the world. ProviNET is at the forefront of that revolution; partnering with clients to apply innovation and intelligence to the heart of their organizations.

Every type of organization needs to have a **digital strategy** to stay competitive in this modern age. But having a strategy isn't enough. The talent and tools to **tactically execute** on the strategy is what gives ProviNET customers the advantage.

For nearly 30 years, ProviNET has been providing trusted digital solutions through expert **consulting** services, superior **managed services** delivery, and tailored **cloud** hosting. As a professional services company, ProviNET's people ultimately make the difference in driving innovation and delivering superior services to clients. I'm unbelievably proud of the team that ProviNET has, and I would put our organization's talent up against any of our competitors.

It's incredibly powerful to imagine where your organization could go when you partner with ProviNET to **unlock the potential of technology**.
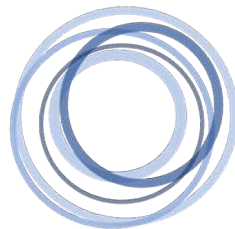
Our Mission

Unlocking the Potential of Technology
Mission

Mission drives what we do every single day, and for us, that mission is simple: Unlocking the **potential of technology**. At ProviNET we don't manufacture any technology – we assist organizations in planning, designing, implementing and supporting technologies that are commercially available in order to help them maximize their investment in technology.
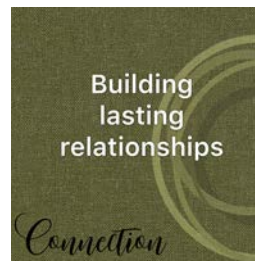
We hear too often that organizations don't feel that they are leveraging the technology investments that they make, and that's disappointing. Technology is an incredible tool to help organizations do what they do better, faster and smarter – and our goal is to help organizations put that tool to work for them in a meaningful way.

Core Values

Honesty, integrity and respect are foundations of excellence — *Character*

Delivering superior services — *Responsibility*

Building lasting relationships — *Connection*

Always improving and innovating — *Revolutionize*

Passion for technology changes the world we live in — *Dedication*

Honesty, integrity and respect are foundations of excellence
We stake our reputation as an organization on doing the right thing, exceeding expectations and maintaining trustworthiness. Honesty, integrity and respect are words that speak to the character of who we strive to be each and every day, and are the ethos of the culture we work so hard to create.

Delivering superior services
We know that when we have the opportunity to provide services to an organization that we have to execute with depth and precision as a cohesive unit, not as a lone individual. We tell our prospects that we want them to be our next reference-able customer and we know that in order to become that, we will need to deliver our best. The collective knowledge that our team has is quite simply phenomenal, and we can't wait to put that to work for your organization.

Building lasting relationships
As a services organization, relationships are vital, and we value each and every relationship that we have. We promote meaningful, lasting relationships with our customers, partners, team members and vendors. When people hear us talk about ProviNET, we want them to know how much we love our work and we truly value our relationships. Because we do.

Always improving and innovating
Technology continues to advance and evolve remarkably quickly; and we know that it is our responsibility to stay current on the latest emerging technologies and trends. We promote creative collaboration, innovative thinking and open communication on every project that we work on.

Passion for technology changes the world we live in
At the end of the day, we are all "geeks" at heart. We love technology and we are passionate about seeing that technology be used as a tool to support business objectives.

Consulting Services

Our capabilities in technology, process improvement and performance management are the right fit for any size organization, from the small business with just a handful of users to large enterprises with thousands of users. Our team of expert consultants bring innovative perspectives to our clients' strategic goals and objectives, as well as challenges that they may be facing. We work side by side with our customers to implement and integrate a diverse set of methodologies like best-in-class technology platform selection and selection studies to improve the way they operate and grow their business.

"We don't reach our destination with intentions. We reach our destination with directions."

In order for technology to be effective, it simply must be aligned with the overarching goals and objectives of the organization that it is serving. When IT can start to be integrated as a resource to achieve goals and objectives or solve problems; then it is viewed as an incredible resource, and not just a means for doing business. We recognize this at ProviNET, which is why the first conversation that we conduct in our consulting is about the organization, with the senior leadership team. Tell us about your goals, your objectives, your strategic plans, your challenges and what keeps you up at night. Let us put technology to work for you to address those items.

Solutions We Offer

- IT
- EHR
- Infrastructure
- Recruiting
- Training
- Readiness Assessment
- Cybersecurity

Managed IT Services

At ProviNET, we recognize that every company is unique – and we love that. We don't think that cookie cutter solutions are the right fit for every organization, so we tailor our solutions to adapt to the unique requirements of each individual customer. Just know that we've got your back, we want to see you be successful, and we've got a toolbox full of solutions to help you do so.

Most managed service providers deliver only what the agreement states—nothing more. At ProviNET, there is no "business as usual." We don't wait to be asked to do something and we aren't afraid to tackle the tough stuff… especially if it means making your job a little easier.

We staff with high-end, experienced resources, allowing us to complete your work more effectively and make better decisions from the start. Utilizing lower caliber resources or overseas resources may yield better-looking proposal numbers, but those resources seldom translate into project success. Lack of empowerment. Lack of reporting. Lack of progress. They all equal big problems.

When anyone on our team sees something wrong, they have the authority to do something about it. We've got smart people on task…right from the beginning. Problems get fixed quickly and for good—so the same issues don't keep cropping up.

We quickly analyze, prioritize and tackle the ones with the greatest positive impacts. Our tech experts are efficiency bloodhounds, sniffing out the next improvement or automation to get the job done right, right away.

Solutions We Offer

- 24 / 7 Support
- Next Gen Firewalls
- Backup & Disaster Recovery
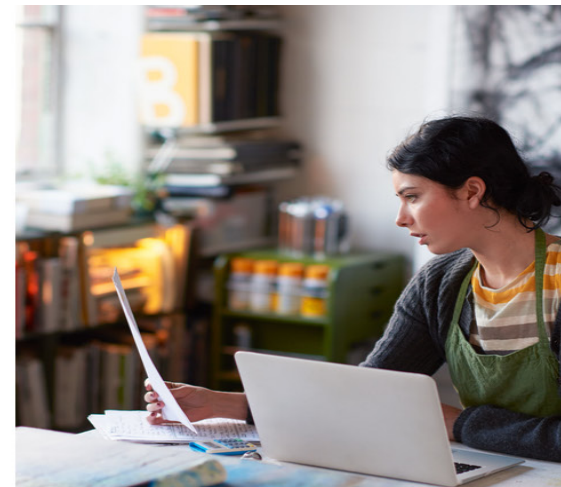- Anti-Virus Software
- Endpoint Encryption

Managed Bundles

Server

	Blue	Platinum
Response Time Guarantee	1 hour	30 minutes
24x7x365 Monitoring & Automated Reporting	✓	✓
Managed Anti-Virus Software	✓	✓
Server Backup and Monitoring	✓	✓
Drive Space Monitoring	✓	✓
Event Log Monitoring	✓	✓
Log File Maintenance	✓	✓
Service Availability Monitoring	✓	✓
Print Queue Monitoring	✓	✓
Server Patch Management	✓	✓
Phone Support (Unlimited)	✓	✓
Remote Control Support (Unlimited)	✓	✓
User Account Administration	✓	✓
File Share Permission Administration	✓	✓
Security Administration	✓	✓
Anti-Virus / Anti-Spyware Management	✓	✓
Quarterly Scheduled Onsite Maintenance	2 hours	3 hours
24x7 Remote Emergency Support	✗	✓
On-Site Support for Covered Events (Unlimited)	✗	✓
Phone and Remote Support for All Applications (Unlimited)	✗	✓
Updates / Upgrades / Add-Ons / Patches for All Applications	✗	✓
Moves and Hardware Upgrades Included	✗	✓
Operating System Upgrades Included	✗	✓
After Hours OS Patching	✗	✓
Hard Drive Imaging to NAS Device	✗	✓

Workstation

	Blue	Platinum
Response Time Guarantee	1 hour	30 minutes
24x7x365 Monitoring & Automated Reporting	✓	✓
Managed Anti-Virus Software	✓	✓
Microsoft Application Support	✓	✓
Phone Support for Microsoft Applica ions (Unlimited)	✓	✓
Remote Control Support for Microsoft Applica ions (Unlimited)	✓	✓
Online Asset Management	✓	✓
Online Ticket Support	✓	✓
Workstation Optimization and Management	✓	✓
Anti-virus / Anti-spyware Management	✓	✓
VPN Client Management	✓	✓
Software Patch Management for Microsoft Applications	✓	✓
Phone and Tablet E-mail Configuration	✓	✓
Quarterly Scheduled On-Site Maintenance	1 hour per 10	1 hour per 5
On-Site Support for Covered Events (Unlimited)	✗	✓
Phone Support for All Applica ions (Unlimited)	✗	✓
Moves and Hardware Upgrades Included	✗	✓
Opera ing System Upgrades Included	✗	✓
Hard Drive Imaging to NAS Device	✗	✓

Network

	Blue	Platinum
Response Time Guarantee	1 Hour	30 minutes
24x7x365 Monitoring & Automated Reporting	✓	✓
Managed Firewall and Subscription Included	✓	✓
Gateway Anti-Virus and Advanced Threat Protection	✓	✓
Firewall Management	✓	✓
VPN Management	✓	✓
Router Management	✓	✓
Switch Management	✓	✓
Wi-Fi Management	✓	✓
Internet Service Provider (ISP) Subscription Assistance	✓	✓
ISP Outage Support and Vendor Notification	✓	✓
Annual Disaster Recovery Review	✓	✓
Annual Technology Plan	✗	✓
DNS Management	✗	✓
Online Firewall Reporting	✗	✓
Moves and Hardware Upgrades Included	✗	✓
After Hours firmware upgrades of network devices	✗	✓

Let **ProviNET** be your **IT** Department

www.provinet.com/msp

Hardware Solutions

When you walk into a room and flip the light switch, you expect that the lights are going to turn on. When you go to a drinking fountain to fill up your water bottle and press that button, you expect water to come out. Users don't consider the hardware components required to all work in concert with one another to launch that application or read that critical e-mail, they just anticipate that their technology will work. Technologies, and the infrastructure that enables that technology, are viewed the same way that utilities are; expected to work when we want to use them.

At ProviNET, we care about that technology infrastructure, and we want to create an environment that will allow users to think about technology the same way that they think about electricity or water. We understand how these infrastructure components must work in conjunction with another to deliver a robust, secure and high performing infrastructure.

Our team has a great deal of experience with technology hardware; everything from servers, storage devices and workstations to switches, routers, firewalls, and Wi-Fi platforms.

Solutions We Offer

☁ Cloud Services

▣ Hardware Procurement

✦ Network Management

🖥 Systems Management

Software Solutions

The comment usually starts like this; "We feel like we're only using 5% of our enterprise application..." The reality is, most organizations are not effectively leveraging the investment that they've made in their enterprise application(s).

Often, organizations will apply an update or take a new release of a software application without fully understanding what the new features or capabilities of that release are. Staff turnover within the organization can compound these issues as subject matter experts depart and information is transferred from one associate to another. Organizations take enterprise applications and tailor them for the way that they do business – and as a new associate joins the organization, they lack the orientation and training required to effectively use these enterprise applications.

ProviNET has skilled resources who can provide the support required to successfully design, build, train, implement and support a host of core enterprise applications. For a technology consulting organization, we have some very uniquely skilled individuals – making up a team of registered nurses, regulatory experts and financial consultants. Our company provides the guidance and support to integrate hardware, technology, and software functionality with the current workflow of operational practices and organization policies/procedures.

Solutions We Offer

Electronic Health Records

Enterprise Software

Enterprise Implementation

Software Support

Business Intelligence

Reporting and Analytics

Someone once told us that we provided **CPR** for their **EHR**.

Technology plays a critical role in supporting operations and functions of the senior living and long-term post-acute healthcare marketplace. In addition to basic technology support for workstations, servers, and networks, ProviNET has seen an ever-increasing demand for enterprise applications for specialty services – especially electronic health records and point-of-care technologies. These complex topics require advanced skillsets, from clinical and financial consulting to data management, analytics, and project management.

Our team of IT professionals has been purpose-built with healthcare in mind. Many of our staff members have hands-on experience working in healthcare and are very familiar with the operations surrounding care delivery. ProviNET has specialized talent to support healthcare, which is a major differentiator from many of our competitors. When it comes to implementing contemporary healthcare technologies, we're able to break down barriers by having ProviNET informatics nurses working with our customer's teams to implement clinical technologies.

ProviNET can help your organization with every step of your EHR implementation; we help determine the best application for your organization, recommend, supply, and install Point of Care hardware devices, assist in crafting an implementation plan, and provide project management throughout the endeavor. Once implemented, ProviNET can also provide ongoing 24×7 support for your EHR, as well as routine optimization and training to ensure that you're maximizing the potential of your investment.

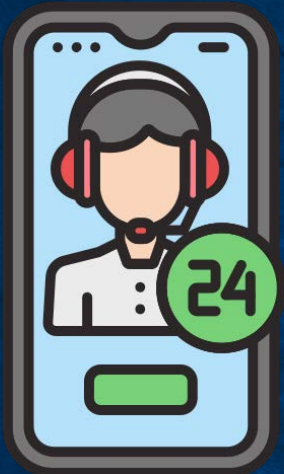# By the Numbers

QUALIFIED PROFESSIONALS

90+

3 REGISTERED NURSES ON STAFF

SERVICE DESK

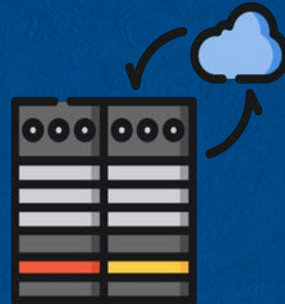|	
CUSTOMER RATING	**97%**
TICKETS CLOSED	55,860
CALLS ANSWERED	44,174
AVERAGE CALL	6 min. 40 secs
ANSWER SPEED	AVERAGE **41** SECONDS

DATACENTER

Hosted Users

6,000

Hosted Servers

325

45,000+
MANAGED USERS

Microsoft Partner

Silver Cloud Platform
Silver Datacenter
Silver Small and Midmarket Cloud Solutions
Gold Windows and Devices

Microsoft

Annual average of threats blocked :
30,000 Intrusions
3,500 Viruses
224 Botnets

Average annual bandwidth consumption is
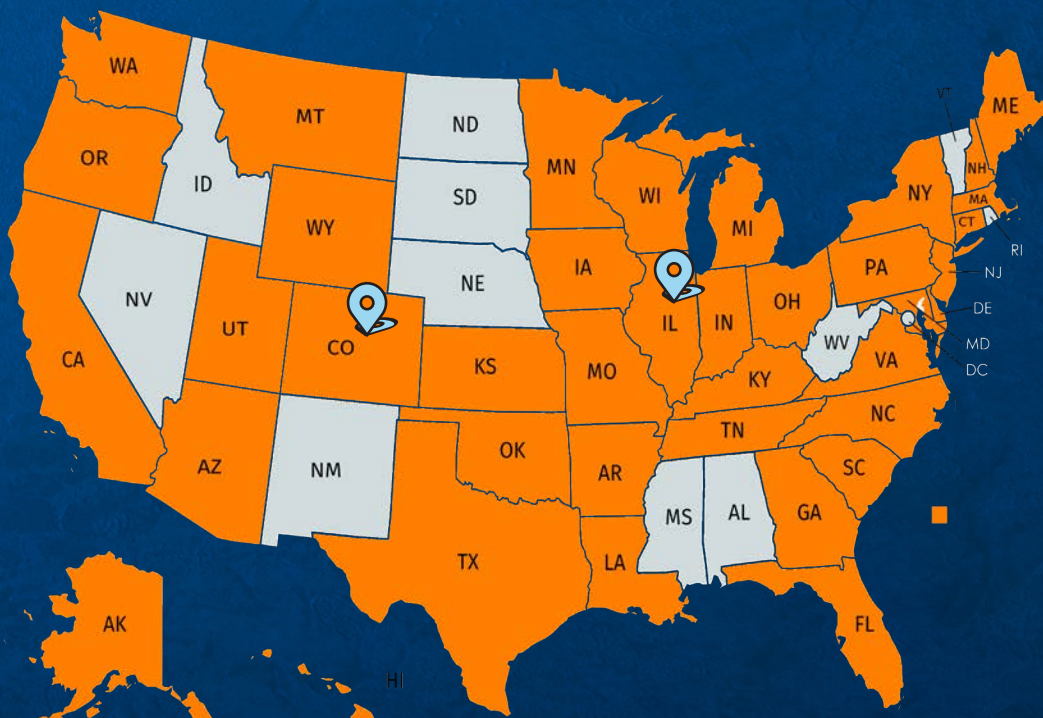**123TB Data In**
180TB Data Out
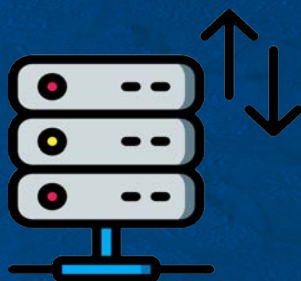
Did you know?
Our datacenters in Oak Brook, Illinois and Denver, Colorado have a

315 TB Storage Footprint

Over 3,200 Managed Endpoints

STATES WE HAVE DONE BUSINESS IN

OUR CLIENTS

OVER 500

Serving 169 Senior Living Organizations with over 500 Communities

**Datacenters located in Illinois, Colorado, and Microsoft Azure**

Our Partners

SONICWALL™

MatrixCare®
by ResMed

Microsoft

CISCO

FullCount

Office 365

redhat.

vmware

PointClickCare®

Pioneer

proofpoint.

Microsoft Azure

hp

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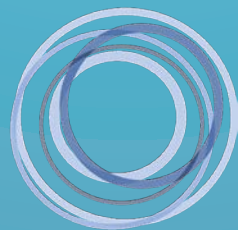
We're interested in professionals who are highly motivated and have an authentic desire to satisfy our customers.

www.provinet.com/company/careers/

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