



## ABRIA™ CORPORATE OVERVIEW

Since our inception in 1997, AbriaCloud Technologies has been a leading all-in-one Provider of Information Technology Solutions. We offer a full portfolio of computing services to create a customized virtual hosted office solution to our clients, often without their having to make capital investment.

Our IT delivery methodology is unique in several ways. We own the entire environment, including a Tier 3 Data Center, switches, and servers, so all of our client's data is stored and processed in our private, secure environment. This enables us to provide customized solutions directly to our clients, and be your single point of contact. We oversee the management of all subscribed technologies so our clients don't have to. Becoming an AbriaCloud Technologies client allows you to escape from IT so you can focus on your core business.

Our Solution Toolkit includes:

- Voice and Video Services with Conferencing and Unified Communications
- Customized Virtual and Physical Server Environments
- Remote and On-site Desktop and Network Management
- Network Security, Firewalls, Unified Threat Management
- Web-based Email, Collaboration and Management Tools
- File and Document Management Storage and Access
- Hardware as a Service (HaaS)
- Software as a Service (SaaS)
- Comprehensive Disaster Recovery and Business Continuity Plans
- Backup and Restoration Services
- Websites, E-Commerce and Content Management
- Physical Security, Controlled Access, Surveillance

Our client base is geographically dispersed and includes transportation, import, web-hosting/bulk email processors, political/lobbying firms, insurance, agriculture, manufacturing and fabrication, wholesale, freight, retail, trucking, restaurant, hospitality and tourism, payment processing, financial management, agriculture and many other industries.

### Customer Service Philosophy

At AbriaCloud Technologies, we go beyond providing services or having our client's needs simply met – we deliver solutions. We seek to form alliances with our clients to fully understand your technology needs and develop customized solutions to meet your business objectives.

We employ industry standard best practices across critical areas such as daily administration, support processes, new user provisioning, data protection and recovery, health checking, permissions and troubleshooting. Management of your account with us will be an ongoing process. We hold periodic reviews to discuss performance and make recommendations of emerging technologies to keep your network operating efficiently.

At AbriaCloud Technologies your success matters to us. We deliver a personalized customer experience by designing customized solutions and offering a wide range of services designed to make your business run smoothly. We work closely with our clients to make sure they successfully leverage technology to maximize day-to-day productivity without sacrificing reliable IT systems.

### Service and Support

Contacting AbriaCloud Technologies will put you in touch with a technician who can and will solve your problem. Our manned help desk hours are Monday-Friday (8am-5pm). Support is available 24x7 with extended hours on a call back basis. AbriaCloud Technologies clients obtain support by phone, web, email and / or text messaging.

### Ownership of Data and Equipment

Security and safety of data is of paramount importance to AbriaCloud Technologies. AbriaCloud owns all of its equipment such as switches and servers, does not outsource services to third parties and does not store or process anything in public domain services. AbriaCloud clients maintain ownership of all application data at all times, and this is addressed in our contract.

### Let's Get Started!

One thing is for certain: traditional IT is being replaced with managed, hosted, cloud computing services. Leveraging managed cloud computing technologies is compelling, and we look forward to working with you to create your company's IT strategy. Let's get started in your new hosted technology journey today by contacting AbriaCloud Technologies at 678.264.6000 or [info@abria.cloud](mailto:info@abria.cloud)!