

A person in a dark suit and blue tie is holding a silver tablet. The tablet screen and the area around it are overlaid with a futuristic digital interface. This interface includes various icons such as an envelope for 'Emails', a speech bubble for 'Messages', a red '@' symbol, a 'Movie' icon, a red square with a white wrench for 'Settings', a globe for 'Browser', a clock for 'Alarm', and several hexagonal icons containing human avatars. A white commercial airplane is depicted flying through the digital space, leaving a bright, multi-colored streak (blue, yellow, red) behind it. Other elements include a document icon labeled 'DOC', a gear, and a small inset image of fruit. The background is a blurred cityscape with blue and white tones.

WE BELIEVE THAT
TECHNOLOGY
SHOULD MAKE
ORGANIZATIONS
BETTER

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What is the AKUITY difference and how can you profit from the relationships we have built?





COMPANY STORY

In the spring of 1987, Steven Cariglio graduated with a degree in Management Information Systems (MIS) from the University of Lowell and went straight to work assembling white boxes (personal computers) for a local floppy disk manufacturer. Within fourteen short months Steve learned the ins and outs of PC building, selling, shipping, and decided to pursue his own business venture.

1988

In September of 1988, PC-PLUS Technologies, Inc. opened in a 1,200 square foot retail store front on Southbridge Street in Auburn, MA. Steve, being the only employee, worked six days a week assembling white boxes and shipping them to buyers throughout New England.

After five years on Southbridge Street, PC -PLUS grew to five employees and outgrew their small retail store front. The company made the move across town to Midstate Drive, which enabled large growth in the coming years. PC-PLUS started expanding its service offerings to include simple peer to peer networking and servers, in addition to building PCs. The staff increased from five to fifteen employees and company sales doubled as the Y2K craze shocked the technology industry. By 1999 it was clear that PC-PLUS was once again out growing its current home with just under twenty employees.

1999

Steve decided it was time to build an office building that would accomodate the expansion of his growing company. In September of 1999, PC-PLUS Technologies moved to One Westec Drive in Auburn, MA, where it is still located today.

As the company continued to grow and the service offerings increased, it became evident that the “plus” in PC-PLUS just wasn't enough. The company now offered Managed Services, storage, advanced network design, procurement, and more. In 2012 PC-PLUS Technologies, Inc. rebranded itself as AKUITY Technologies. Choosing the new name, as well as the design of the new logo, was a process that included not only input from employees but our valued clients as well.

Today

The solid foundation of hard work, commitment, and innovation that Steve founded the company with in 1988 remains the same today. After 27 years, AKUITY Technologies has grown to more than 50 employees and has over 1,200 clients, as well as a full time support center. AKUITY offers a full scope of IT solutions including: storage, virtualization, Managed IT and help desk, Voice over IP, network design, security, procurement, cloud, and much more.

”

We selected the name AKUITY because it best represented our vision of technical services. In its traditional spelling, AKUITY is the capacity to see fine detail. We believe that this best describes the work of our teams.- Brian Hanify, Vice President of Sales & Marketing



OUR MISSION IS TO
UNDERSTAND YOUR
CHALLENGES AND
PROVIDE TECHNOLOGY
SOLUTIONS TO HELP
YOU ACHIEVE YOUR GOALS.



WE BELIEVE THAT TECHNOLOGY SHOULD MAKE ORGANIZATIONS BETTER

Design Better Solutions

AKUITY's Professional Services team will learn how technology drives your organization, and assist you by designing the right solution to optimize your productivity and solve your challenges. Our certified engineers will consult with you throughout the planning and design phase. Our project management team will provide continual communication and coordination from the moment you sign your order until your final documentation is delivered.

Prevent Future Problems

AKUITY's strategy for Managed Services consists of three layers: Monitoring & Visibility, Prevention & Protection, and Remediation & Resolution. Starting from the foundation, each layer builds upon the previous to reduce business interruption and increase reliability, all for a predictable fixed monthly price. Our thorough onboarding process gathers information, validates your systems, and deploys tools that enable us to monitor and manage your environment.

Solve Problems Faster

AKUITY's Customer Support Center offers on-demand support backed by a full team of skilled technicians and certified engineers. We pride ourselves on our ability to provide you with real-time response, focused on getting you a rapid resolution for your problem. When calling into our support center, you can be assured that your call will be answered by a technician who will troubleshoot your issue and assign the appropriate skillset immediately. Our goal is to get you to the right resource as fast as possible and get your problem solved right away.

DESIGN
BETTER
SOLUTIONS

PROFESSIONAL
SERVICES

PREVENT
FUTURE
PROBLEMS

MANAGED
SERVICES

SOLVE
PROBLEMS
FASTER

ON-DEMAND
SUPPORT SERVICES

DESIGN BETTER SOLUTIONS

PROFESSIONAL SERVICES

We take an objective-based approach when designing, proposing, and implementing the solutions that will accomplish your goals.



ASSESS

Looking for a clear picture of your network infrastructure or perhaps a roadmap for the future? Looking to identify vulnerabilities and justify new initiatives? Keeping your business needs in mind, our engineers will evaluate your network and provide you with a report summarizing the existing infrastructure. We will make recommendations for possible changes to the environment to improve performance, security, and manageability. At the conclusion of our assessment, you will receive best in class documentation of your existing environment, our findings, and our recommendations.

IMPLEMENT

In need of access to a specialized skillset without the hiring and training costs associated with growing your technology team? Our professional services engineers are experienced in the implementation and deployment of a wide variety of technologies, including: Microsoft servers, networking, storage, virtualization, VoIP, and security. Our project management team coordinates each implementation by providing continued communication and keeping you up to date and informed on the progress of your project. At the conclusion of your engagement with us, you will receive best in class documentation of your new technology solution.



IMPROVE

Considering modifications to your existing infrastructure to optimize productivity or solve challenges? Or maybe just minimize downtime and improve efficiency? Our engineers understand the technology that drives your business and will use a consultative and objective-based approach to help you get the most out of your existing infrastructure. Our highly-skilled engineers will assist your team to reconfigure your infrastructure so you are optimized for success. At the conclusion of your engagement with us you will receive best in class documentation of your technology modifications.



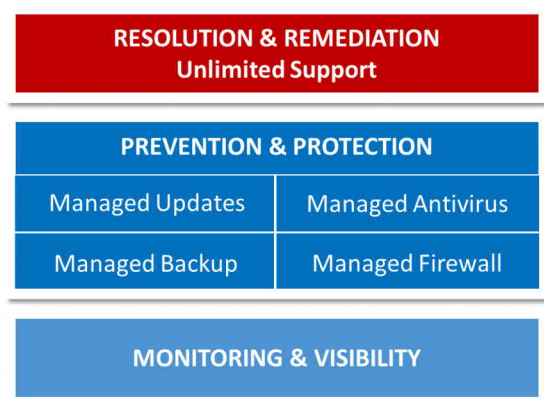
REDUCE BUSINESS INTERRUPTION

MANAGED SERVICES

Our Managed Services team utilizes a layered approach to **prevent future problems** by making your systems more reliable and more manageable.

Our Managed Services team takes a layered approach to proactively supporting your environment. This approach results in a more reliable environment, by minimizing downtime and interruption to your business.

Monitoring and Visibility is the first layer of our Managed Service offerings. This provides you with tools for basic monitoring, remote access and patch management for servers, networking, and other infrastructure. Full access to online network documentation and regular system health reporting will keep you well informed.



The Prevention and Protection layer consists of a suite of tools and services that allow us to make your environment more reliable and secure. We take the responsibility of day-to-day maintenance off your hands. Gain peace of mind knowing that your systems are up to date, backed up, and virus free.

Resolution and Remediation is the final layer of service. We provide unlimited support for managed and protected systems, should the need arise. A dedicated phone number and email address permit you direct access to our Support Center.

ON-DEMAND SUPPORT SERVICES

Our On-Demand Support Services team focuses on speed of response. We get your tickets to the right person, right away, to **solve problems faster**.

Our On-Demand Support Services team will triage and resolve your issue quickly to reduce interruption and downtime to your business. The goal of our fully staffed support center is to get your ticket to the appropriate person right away. Your call will be answered by a level one technician, not a customer service representative. Our technicians are highly skilled and utilize extensive remote support tools which allow us to resolve many issues quickly. We also have the ability to dispatch a technician to your place of business at a moment's notice.



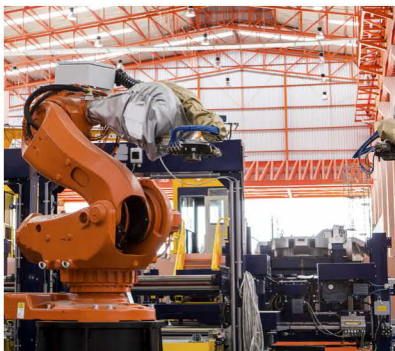
WHAT OUR CLIENTS ARE SAYING



HEALTHCARE

Director of Application Services

"Our organization is a longtime client of AKUITY Technologies. We utilize a managed support contract for more than 800 end users and 600 critical infrastructure devices. We rely on the AKUITY support team and call center to handle our day-to-day end user demands and AKUITY's managed service team to keep our critical systems protected and monitored. Over the past few years we have worked closely with AKUITY on infrastructure upgrades and we have been very pleased with their work. The AKUITY professional services team coordinates with our IT staff to handle each implementation with the utmost competence and expertise."



MANUFACTURING

Information Technology Manager

"Our company has worked with AKUITY as a technology partner for six years. We are a medium sized custom manufacturer and nothing is ever "standard issue" for us. We have a two person IT team for five buildings. The AKUITY team has time and again shown its professionalism, quick thinking, and the ability to find out-of-the-box solutions for our IT needs. AKUITY took our collection of mismatched legacy hardware and software, MAC's, PC's, and new enterprise-grade systems and got them functioning as a synchronized unit until we could upgrade the legacy equipment. When we have an issue we can't handle, we call AKUITY. It always gets fixed."



FINANCE

Vice President of Information Technology

"Our company has partnered with AKUITY on a few projects to help us maintain a high level of performance and meet our technology goals. AKUITY helped with designing, planning, and the execution of our virtualization and storage upgrade needs. On our most recent storage upgrade project, AKUITY introduced us to new EMC flash array technology and helped us perform the necessary due diligence to ensure the solution and the technology would benefit our company's needs and goals. Our team was extremely pleased with AKUITY's execution. They brought the right resources to the project and delivered on time, on scope, and on budget."



EDUCATION

Chief Technology Officer

"Our educational institution has worked with AKUITY Technologies for the past five years. We are currently engaged on a monitoring managed service contract and utilize their support center for infrastructure support as needed. We have engaged in many projects with the AKUITY professional services team, including wireless and switching upgrades. The AKUITY engineers did a great job scoping out our recent storage upgrade and the project documentation that we received was phenomenal. As the CTO, I view AKUITY's documentation as a huge asset. I present the documentation to our Board of Directors at our annual meeting to justify our technology spending."



OUR VISION

To be recognized as the leading provider of technology solutions in New England by placing the success of our clients first.

WHO WE HELP

- EDUCATION
- HEALTHCARE
- FINANCE
- MANUFACTURING
- MUNICIPAL
- NON-PROFIT
- HOSPITALITY
- LEGAL
- INSURANCE
- REAL ESTATE
- PUBLIC SAFETY
- CONSTRUCTION

WHY SO MANY ORGANIZATIONS ARE MAKING THE SWITCH TO AKUITY

TRANSPARENCY

Clients have a complete view into every engagement with AKUITY. Each professional services project begins with a detailed scope of work in order to ensure client consensus for the solution designed. Access to engineering notes, support ticket notes, and monthly managed service reporting is available online to clients.

FLEXIBILITY

With a team of more than 30 technical experts, AKUITY is poised and ready to respond to any client need quickly. The expertise and remote capabilities of our Support Center enable us to remediate a majority of technical issues remotely. In the event that onsite assistance is necessary, our team of engineers can be rapidly deployed anywhere in New England.

SKILL

The foundation of AKUITY's success is our highly trained team of technical specialists. Our team holds a combined total of over one hundred certifications in the technology solutions that we endorse. Our staff participates in ongoing training programs to maintain and advance their skills.

MORE ABOUT AKUITY TECHNOLOGIES

One of the largest IT Solutions companies in New England



NETWORKING



STORAGE



BACK UP



CLOUD SERVICES



VIRTUALIZATION



SECURITY



VOIP



PROCUREMENT

THE AKUITY DIFFERENCE

We believe that skilled, trained, educated, and reliable people make the AKUITY difference. We do not utilize contract laborers. Our team includes more than 30 full time technical experts.

We meet regularly with our Client Advisory Board (CAB), a cross-section that represents many industries and service engagement levels. We work closely with our CAB to collaborate on best practices, industry challenges, and new technology solutions.

We have been recognized by members of the community with multiple "Best of Business" awards for Best IT Services Company. We have also been recognized for exemplary approach to delivery of Managed IT Services by CRN's top 500 List and received many awards for outstanding sales and service by our technology partners.



TRUSTED ACROSS NEW ENGLAND SINCE 1988

Headquartered in Auburn, MA, AKUITY Technologies is a trusted Advisor and Technology Partner to organizations throughout New England.

We enable businesses, municipalities, healthcare organizations, educational institutions, manufacturing facilities, and many more organizations to stay competitive by focusing on their core businesses while we deliver dependable IT infrastructures that are optimized to meet their needs.

TECHNOLOGY PARTNERSHIPS

Your success is our success.

THE RELATIONSHIPS WE BUILD

We make it our number one priority to understand your organization, what challenges you face, and how our technology solutions can help you achieve your goals. Your success is our success. We maintain strong relationships with the top technology manufacturers and distributors and offer a complete range of cutting-edge IT products and equipment.

PROCUREMENT

Acquiring new equipment is more involved than just filling a shopping cart, so let us take the complexity out of it for you. We have the buying power to save you money on all of your procurement needs. Over the past 27 years we have built strong relationships with distributors, partners, and manufacturers that allow us to offer you the most effective solution at the best possible price. We offer hardware solution design and deployment, license delivery and management, as well as manufacturer support contracts and renewals.

STATE CONTRACTS

AKUITY Technologies is an authorized vendor on Massachusetts State Contracts ITC47, ITT50, ITS53, as well as Massachusetts High Education Consortium contract F05. We work closely with the PEPPM Technology Bidding and Purchasing Program and are a registered vendor with the State of Connecticut Department of Administration and the State of Rhode Island.





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