OUR CAPABILITIES

Technology. Differently.

SUGARSHOT

IT'S TIME TO DO TECHNOLOGY DIFFERENTLY.

AT SUGARSHOT, WE DON'T JUST MANAGE SERVERS AND SOFTWARE — YOU NEED MORE THAN THAT.
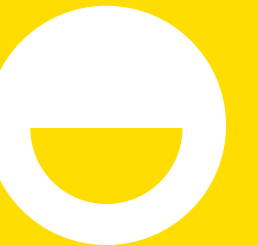
We provide strategic technology planning and business risk management.

To succeed, you need to solve the IT gaps that cause you pain now and understand the hurdles that fill the road ahead. You also need to look at your business through the lens of risk management.

That's what we do. It's the difference between reactive and proactive, and most IT companies are reactive. They take your shopping list of requests and generate a quote.

We're different because we see every client relationship as a long term partnership. We don't load you up with products and services that you don't need because we're not interested in short term wins. We're in this for the long haul if you are.

From in depth security and operational audits to managed services, cyber security and technology scalability, one thing you can expect from us is 'an attitude of partnership'.
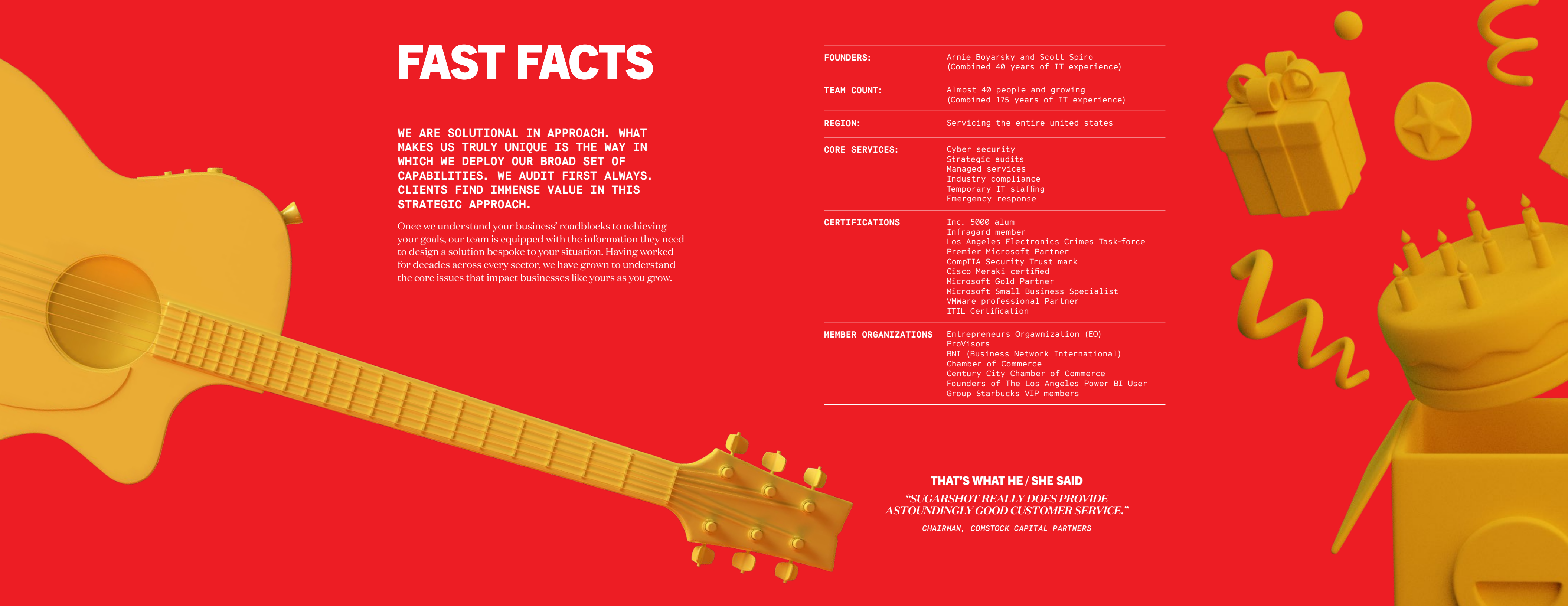
FAST FACTS

WE ARE SOLUTIONAL IN APPROACH. WHAT MAKES US TRULY UNIQUE IS THE WAY IN WHICH WE DEPLOY OUR BROAD SET OF CAPABILITIES. WE AUDIT FIRST ALWAYS. CLIENTS FIND IMMENSE VALUE IN THIS STRATEGIC APPROACH.

Once we understand your business' roadblocks to achieving your goals, our team is equipped with the information they need to design a solution bespoke to your situation. Having worked for decades across every sector, we have grown to understand the core issues that impact businesses like yours as you grow.

FOUNDERS:	Arnie Boyarsky and Scott Spiro (Combined 40 years of IT experience)
TEAM COUNT:	Almost 40 people and growing (Combined 175 years of IT experience)
REGION:	Servicing the entire united states
CORE SERVICES:	Cyber security Strategic audits Managed services Industry compliance Temporary IT staffing Emergency response
CERTIFICATIONS	Inc. 5000 alum Infragard member Los Angeles Electronics Crimes Task-force Premier Microsoft Partner CompTIA Security Trust mark Cisco Meraki certified Microsoft Gold Partner Microsoft Small Business Specialist VMWare professional Partner ITIL Certification
MEMBER ORGANIZATIONS	Entrepreneurs Orgawnization (EO) ProVisors BNI (Business Network International) Chamber of Commerce Century City Chamber of Commerce Founders of The Los Angeles Power BI User Group Starbucks VIP members

THAT'S WHAT HE / SHE SAID

"SUGARSHOT REALLY DOES PROVIDE ASTOUNDINGLY GOOD CUSTOMER SERVICE."

CHAIRMAN, COMSTOCK CAPITAL PARTNERS

OUR CUSTOMERS

★★★★★ CLUTCH SCORE: 5.0

IT STAFF AUGMENTATION FOR EQUIPMENT DEALERSHIP

IT CONSULTING & SI
$200,000 TO $999,999
JUL. 2013 - PRESENT

Project summary:
SugarShot provides ongoing network traffic monitoring as well as infrastructure improvements and IT staff augmentation. They work in pursuit of improved reliability and network uptime.

Feedback summary:
Concerned with ongoing success, SugarShot created a well-documented process improvement roadmap and assisted us in getting the network stable. They were available anytime for crisis management or planned process improvements and were easy to work with. Customers can expect a responsive partner.

Reviewer:
MANAGER OF IT
Jon Tompkins

★★★★★ CLUTCH SCORE: 5.0

MANAGED IT FOR LAW FIRM

MANAGED IT SERVICES
$50,000 TO $199,999
JUNE 2016 - ONGOING

Project summary:
SugarShot provides ongoing managed IT services for a law firm. They oversee software, hardware, and computer systems, and they handle any glitches or issues through a ticketing system.

Feedback summary:
Patient and helpful, the SugarShot team manages all IT systems without issue or downtime. They respond quickly to glitches as they arise and work thoroughly to find solutions, leading to a continued relationship.

Reviewer:
MANAGING PARTNER
Marc Hankin

★★★★★ CLUTCH SCORE: 5.0

MANAGED IT & CYBER-SECURITY FOR NON PROFIT

MANAGED IT SERVICES
$10,000 TO $49,999
APRIL 2020 - ONGOING

Project summary:
SugarShot serves as the IT managed service provider to an education nonprofit. They provide IT helpdesk support while monitoring the network and firewalls to maintain speed and cybersecurity.

Feedback summary:
"The quality and speed of their communication are amazing."

Reviewer:
IT MANAGER
Signe Englert

★★★★★ CLUTCH SCORE: 4.5

MANAGED IT FOR FURNITURE DESIGN AGENCY

MANAGED IT SERVICES
$50,000 TO $199,999
FEB 2020 - ONGOING

Project summary:
A furniture design agency engaged SugarShot for IT services. Following an assessment of equipment, they made recommendations for improvements. They consolidated servers and continue to solve technical issues.

Feedback summary:
"SugarShot lets us know about any potential issues whereas other providers address problems once they arise."

Reviewer:
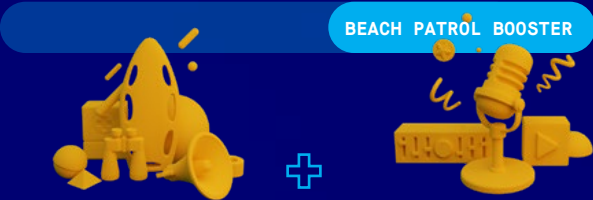**OPERATIONS MANAGER**
Kevin Tijerino

THE PRODUCTS

OUR NEW PRODUCT FRAMEWORK HELPS BRING IT SOLUTIONS
TO LIFE. BECAUSE, WHO SAID THAT IT HAD TO BE BORING.

CORE
OUR MANAGED SERVICES OFFERING

BEACH PATROL BOOSTER

BEACH PATROL
24/7 Real Time Monitoring

LIVE
Technical Support

BULLET PROOF
Security Services

EXTRA LIFE
Backup Disaster Recovery

MICROSOFT-X-SUGARSHOT
Microsoft Licensing

HEY
Communication & Collaboration

SUCCESS
CUSTOMER SUCCESS SERVICES

CONCIERGE
Success Management

ENGAGE HOURLY

GO
Pay to Play Strategy

DASH
Dashboarding

DELIVERY
BUNDLES, PACKAGES & PRODUCTS

GEAR UP
Hardware & Software

PRIME
An Exclusive Membership

BLOCK OF HOURS

SNEAKERS
Pay to Play Support

DOUBLE-DOUBLE
Hardware + Service Leases

PROJECTS
IMPLEMENTATIONS & INITIATIVES

SURF BOARD
Mini Projects

LONG BOARD
Larger Projects

DEEP DIVE
Assessments

SUCCESS

WE ARE "LUCKY" ENOUGH TO HAVE BEEN RECOGNIZED OVER THE YEARS FOR OUR COMMITMENT TO CUSTOMER SUCCESS.

- MICROSOFT PARTNER - GOLD
- CISCO PARTNER LEVEL
- SECRET SERVICE CYBER SECURITY TASK FORCE LEADER
- AS SEEN ON LA TIMES, FOX, CBS, KTLA 5, NEW YORK TIMES
- PMP CERTIFIED (PROJECT MANAGEMENT PROFESSIONAL)
- CLUTCH TOP 10 IT FIRMS

- VM WARE CERTIFICATION
- INFRA GUARD MEMBER
- LA POWER BI USER GROUP FOUNDERS
- INC 5000 ALUM.
- GOOGLE 4.7 STAR RATING
- CERTIFICATE OF APPRECIATION: RONALD REAGAN PRESIDENTIAL FOUNDATION

Gold
Microsoft Partner

vmware

Clutch
TOP LA IT FIRMS

CISCO

INFRAGARD

Google
4.9/5 RATING

CLUTCH TOP 1000 COMPANIES
GLOBAL 2019

Inc.
5000

SOLUTIONS

OUR INDUSTRY CENTRIC SOLUTIONS EMPOWER TECHNOLOGY AND
PROCESS APPROACHES THAT APPLY SPECIFICALLY TO YOUR

SugarShot for
TECHNOLOGY & STARTUPS

- DATA PROTECTION
- CTO & TEAM AUGMENTATION
- STRATEGIC ASSISTANCE WITH SCALABLE DEPLOYMENT
- STRATEGIC PARTNERSHIPS WITH VENDORS
- WORKFLOW OPTIMIZATION
- ENHANCED COMMUNICATION TOOLS
- SCALABLE TRAINING
- GLOBAL WORKFORCE MANAGEMENT

SugarShot for
MANUFACTURING COMPANIES

- DATA CONSOLIDATION
- SECURE BUSINESS DATA ON ALL DEVICES
- WORKFLOW AUTOMATION
- TRANSFORM BUSINESS PROCESSES WITH CUSTOMIZED APPS
- DATA VISUALIZATION
- BETTER TEAM COLLABORATION
- SAFEGUARD COMPANY ASSETS WITH INTELLIGENT SECURITY
- POWERFUL & VERSATILE HARDWARE

SugarShot for
FINANCIAL SERVICES & INSURANCE

- INDUSTRY COMPLIANCE
- FORTIFY CYBER SECURITY PROTECTION
- LEVERAGE DATA AS AN ASSET
- COLLABORATION & PRODUCTIVITY ACROSS FRONT, MID, & BACK OFFICES
- BETTER DATA GOVERNANCE
- UNLOCKED PRODUCTIVITY
- VIRTUAL CUSTOMER INTERFACES
- CLEARER & MORE SECURE COMMUNICATIONS
- AUTOMATED SECURITY

SugarShot for
HEALTH BUSINESSES

- STRATEGIZE SECURITY & COMPLIANCE
- MODERN HEALTH CARE IT SOLUTIONS
- COLLABORATION & PERSONALIZED CARE
- IMPROVED OPERATIONAL OUTCOMES
- IMPROVED DATA & NETWORK SECURITY
- CLOUD MIGRATION
- DATA RELIABILITY & BUSINESS CONTINUITY

SugarShot for
RETAIL & ECOMMERCE

- INTELLIGENT RETAIL
- DATA VISUALIZATION
- CUSTOMER PORTALS
- INTELLIGENT SUPPLY CHAIN MANAGEMENT
- STREAMLINE BUSINESS WORKFLOWS
- PROTECT YOUR BUSINESS DATA & FINANCES
- POWERFUL HARDWARE
- EMPOWER EMPLOYEES WITH TRAINING
- IMPROVE PRODUCTIVITY

SugarShot for
ENTERTAINMENT INDUSTRY

- DATA PROTECTION
- DATA & CONTENT CATALOGING IN SECURE ENVIRONMENT
- WORKFLOW OPTIMIZATION
- PRODUCTIVITY IMPROVEMENT
- SAFE & POWERFUL COLLABORATION
- ENHANCED COMMUNICATION TOOLS
- SCALABLE TRAINING
- GLOBAL WORKFORCE MANAGEMENT

SugarShot for
NON-PROFITS

- DONOR DATA PROTECTION
- SECURE STORAGE
- MODERN FUNDRAISING WORKFLOWS
- TECHNOLOGY TO OPTIMIZE PRODUCTIVITY
- WORKFORCE COLLABORATION
- SECURITY ACROSS PERSONAL & BUSINESS DEVICES
- ROAMING VOLUNTEER BASE MANAGEMENTS
- VIRTUAL DONOR INTERFACES
- ADVANCED CONVERSATION FORUM MANAGEMENT

SugarShot for
GOVERNMENT & DEFENSE

- LEVERAGE AUTOMATION TO HELP PROTECT AGAINST CYBER ATTACKS
- CROSS-AGENCY COLLABORATION
- MEETS UNIQUE & EVOLVING REQUIREMENTS OF THE US DEPARTMENT OF DEFENSE
- CENTRALIZE COMMUNICATION & COORDINATION
- ENGAGE & CONNECT WITH CITIZENS
- MODERNIZE THE GOVERNMENT WORKPLACE
- SECURELY SHARE & PROTECT SENSITIVE INFORMATION
- THREAT PROTECTION

SUGARSHOT SUPPORT

As a SugarShot client, you enjoy the full scope of our managed service capabilities. This includes our support offering which is locally based, highly experienced and especially friendly.

US BASED
SUPPORT TEAM
———

HIGHLY TRAINED
———

24/7 LIVE CHAT
———

DEDICATED
SUCCESS MANAGER
———

DEDICATED
SUPPORT NUMBER
———

ON-SITE WORK
AS NEEDED

OFF-SITE
IMMEDIATE
ASSISTANCE
———

WEEKEND & AFTER-
HOURS ACCESS
———

PRIORITIZATION
OF URGENT TASKS
———

UNLIMITED CANDY
———

REPORTING KPIs
& BUSINESS
INTELLIGENCE

WHERE IS YOUR TEAM LOCATED?

The entire SugarShot team is based in The USA and we have a growing network of local experience enters in major cities.

HOW DO YOU STRUCTURE YOUR CONTRACTS?

Our default contract length is 12, 24 or 36 months and we believe in long term partnerships. For most of our clients who don't want to transition IT companies regularly, this works perfectly. For some, a shorter contract period is preferred and we're open to having a conversation about this.

HOW LONG HAVE YOU BEEN IN BUSINESS?

Before we were SugarShot, we were CSG and I2X for twenty years each, both successful and multi-award winning. Both Scott and Arnie had known each other the entire time and the companies even shared an office at one point. Since 2018, the decision was made to merge out of the recognition we could be something greater together (and that'd it be more fun).

WHO IS YOUR IDEAL CUSTOMER?

We've designed a list of criteria that defines our ideal customer. In our mission to be transparent, we want to be as open as we can about who we believe gets the most value out of our service.

They are

→ LOCAL US BUSINESS
→ SECURITY & QUALITY FOCUSED
→ ON A GROWTH TRAJECTORY
→ OPEN TO COLLABORATION
→ NEAR OR AROUND 50-500 PEOPLE
→ IN NEED OF TECHNOLOGY
→ READY TO INVEST NOW

DO YOU HAVE REFERENCES?

If you'd like to speak with one of our customers, we'd be more than happy to provide the number and name of companies who have given permission to be a reference.

SUGARSHOT AUDIT

The SugarShot Strategic Audit is a comprehensive process that scores every IT / technology process in your company. By benchmarking each element to where you need to be, we frame advice bespoke to your situation and help focus energy on the areas that will see immediate returns.

THE STRATEGIC AUDIT DIVIDES YOUR TECHNOLOGY LANDSCAPE INTO:

OPERATIONAL SUSTAINABILITY & MATURITY

INFRASTRUCTURE & HARDWARE

BUSINESS EFFICIENCY

LICENSING & SOFTWARE

ROI ANALYSIS

BENCHMARKING

STANDARDIZATION OF PROCESS

FUTURE NEEDS ANALYSIS

At the conclusion of your audit, we help prioritize the pieces that matter and draw up an IT roadmap with budget. The roadmap prioritizes urgent issues while protecting your business risk and enabling scale.

WHAT'S IN IT FOR YOU?

For many of your competitors, they will refuse to adapt to the new way of doing business. They'll be content that the way they've always done things will be enough – and they will not last. We are your technology partner, committed to helping you plan and execute growth. At SugarShot, we'll provide you the right advice and the right strategy for your situation, which results in:

→ **PEACE OF MIND FOR EXECUTIVES AND OWNERS**

→ **OPERATIONAL SCALABILITY**

→ **TECHNOLOGY DRIVEN EFFICIENCY**

→ **DATA DRIVEN REPORTING AND INTELLIGENCE**

→ **A STRATEGY READY TO ADAPT TO YOUR CHANGING NEEDS**

Instead of a 'we talk – you listen' approach, we lean on our expertise to show you the best approach and to train you along the way. We look at your business through the lens of risk and so the more you know, the better.

OUR LEADERSHIP TEAM

THAT'S WHAT HE / SHE SAID

"SCOPES OF WORK WERE GENERATED THAT CLEARLY EXPLAINED THE DELIVERABLES AND EXPECTATIONS. TASKS WERE ORGANIZED, PROPER RESOURCES WERE ASSIGNED, AND REALISTIC TIMELINES WERE PROJECTED."
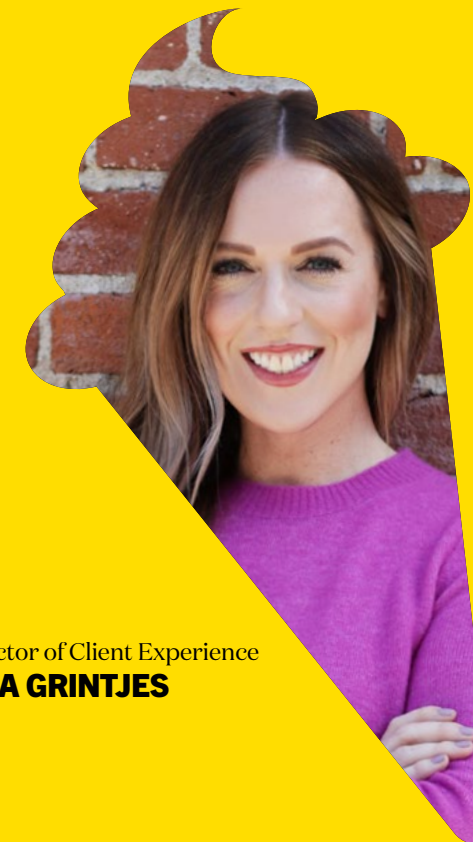
MANAGER OF INFORMATION, QUINN COMPANY

Co Founder & CEO
ARNIE BOYARSKY

Co Founder & Head of Business Development
SCOTT SPIRO

Director of Operations
RICH JULIANO

Director of Client Experience
TINA GRINTJES

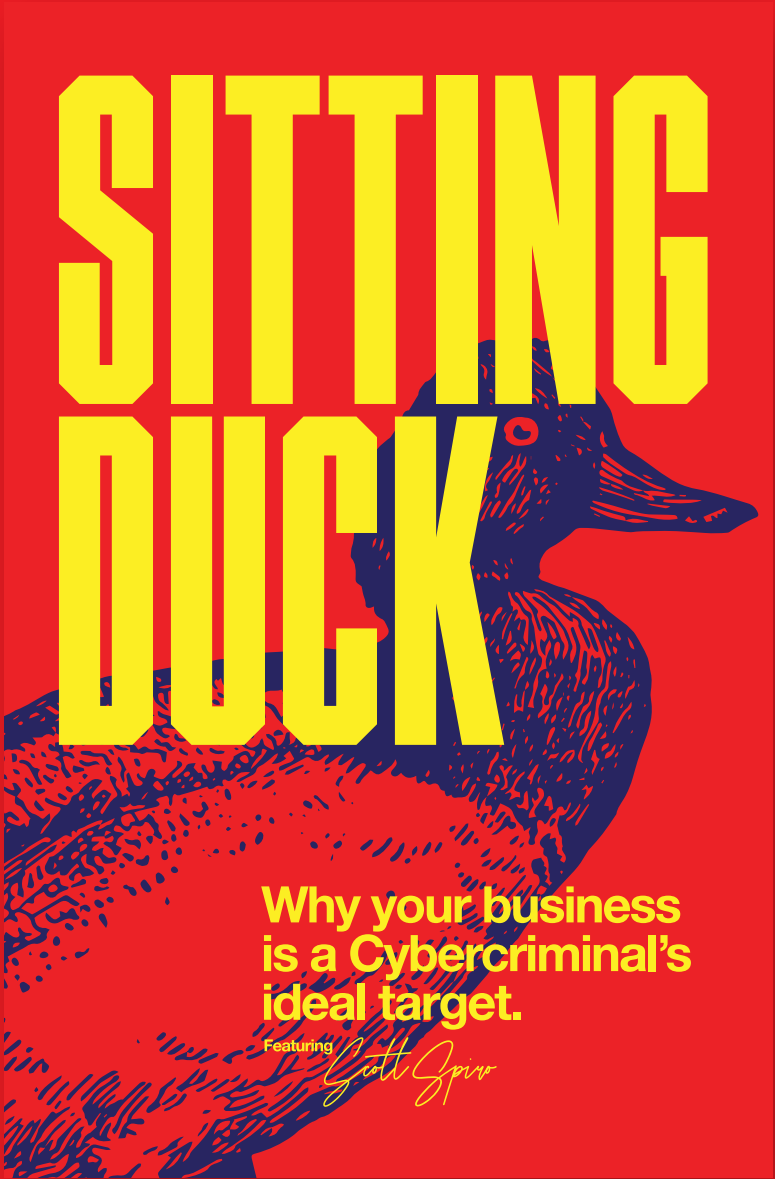Head of Research & Development
BRANDON FOX

THE BOOK

Our co-founder Scott Spiro collaborated with the industry's top cyber security experts to author *Sitting Duck: Why your business is a cyber criminal's ideal*, published by TechnologyPress.

As a member of the U.S. Secret Service Electronic Crimes Task Force, Scott's expertise extends to cyber security and he shares these learnings in Sitting Duck.

→ **AS SEEN ON**

Inc. 5000   Los Angeles Times

CBS   KTLA 5   FOX NEWS

SITTING DUCK

Why your business is a Cybercriminal's ideal target.

Featuring *Scott Spiro*

OUR GUARANTEE

OUR GUARANTEE IS:

→ THE MOST STRATEGIC PROCESS YOU'VE EVER WALKED THROUGH FOR YOUR TECHNOLOGY.

→ A 24-36 MONTH ROADMAP THAT IS EASY TO UNDERSTAND AND EMPOWERING.

→ AN INVESTMENT STRATEGY THAT CORRELATES WITH YOUR BUSINESS SIZE AND AFFORD-ABILITY.

→ LOCAL US SUPPORT.

→ FREE CANDY… WHEREVER YOU ARE… WHENEVER YOU WANT.

→ UNCOMPROMISING SECURITY.

→ A TRANSPARENT AND OPEN APPROACH.

→ A WILLINGNESS TO OWN UP TO MISTAKES IF AND WHEN WE MAKE THEM, AND TO FIX THEM QUICKLY.

→ REGULAR REVIEWS TO KEEP YOU ON TRACK WITH TECHNOLOGY THAT DOESN'T BREAK ON THE WAY TO YOUR GOALS.

THAT'S WHAT HE / SHE SAID

"WE ARE GRATEFUL FOR YOUR CREATIVE APPROACH TO BUILDING OUR NETWORK STRUCTURE THAT HAS BETTER SECURITY, EFFICIENCY, AND PRODUCTIVITY."

VICE PRESIDENT OF CORPORATE OPERATIONS, MONARCH OWNER SERVICES

WHAT TO EXPECT —

ONBOARDING

1. TRANSITION CALL BETWEEN SALES & OPERATIONS
2. DEDICATED ONBOARDING PROJECT MANAGER
3. ASSIGNED AN ONBOARDING TEAM
4. TRAINING SESSIONS WITH YOUR STAFF
5. ON-SITE ENGINEERS ASSIGNED FOR UP TO 90 DAYS TO MAKE THE TRANSITION REAL SMOOOOOOOTH
6. BRING YOUR COMPANY UP TO SUGARSHOT'S MINIMUM SECURITY STANDARDS OF COMPLIANCE
7. PROJECT IMPLEMENTATIONS IDENTIFIED FROM PROPOSAL
8. IT STRATEGY MEETING (STRATEGIC REVIEW AND NEXT STEPS)
9. SECURITY AWARENESS TRAINING SEMINAR WITH YOUR STAFF
10. A 90-DAY REVIEW WITH SUGARSHOT CEO, ARNIE B

YEAR ONE

Sometimes it's hard to envision what the next steps look like. Here's a look at Year one with SugarShot.

SCHEDULED CLIENT SUCCESS CALLS	QUARTERLY IT STRATEGY REVIEW	ON CALL SUPPORT AS NEEDED	PROJECT DEPLOYMENT TIMELINES
WE WORK OUT A CADENCE THAT WORKS FOR YOU, WHETHER WEEKLY OR MONTHLY. OUR SCHEDULED CALLS ENSURE THAT WE STAY IN TOUCH AND CONTINUE TO SERVICE YOU TO THE LEVEL YOU NEED.	EACH QUARTER, WE REVIEW YOUR TECHNOLOGY STRATEGY ROADMAP AND DISCUSS ANY SIGNIFICANT CHANGES IN YOUR ORGANIZATION WITH THE EXPRESS AIM OF REMAINING PROACTIVE AND NOT REACTIVE.	YOUR SUGARSHOT SUPPORT TEAM IS AVAILABLE 24/7 WHETHER YOU HAVE AN EMERGENCY, A REQUEST OR A PROBLEM YOU NEED HELP WITH.	THROUGHOUT THE YEAR, THERE'LL BE PROFESSIONAL SERVICE PROJECTS THAT ARE DEPLOYED FOR YOU AND EACH WILL HAVE THEIR OWN TIMELINE AND CADENCE BASED ON NEED AND SCOPE.

THE MICROBOARD (THE CLIENT STRATEGY PORTAL)	WE ENCOURAGE ALL OUR CLIENTS TO REGULARLY CONNECT WITH US ON THE CLIENT STRATEGY PORTAL EVEN IF YOU DON'T HAVE A SPECIFIC REQUEST. YOU MAY JUST WANT TO TALK ABOUT A PARTICULAR TECHNOLOGY MATTER OR STRATEGY IDEA THAT YOU HAVE. THE PORTAL TRACKS ALL OUR CONVERSATIONS AND PROVIDES A PLACE TO DISCUSS THE BEST STRATEGIC OPTIONS FOR YOU RELATED TO IT AND TECHNOLOGY.

EMAIL + TEXT + CALL + VIDEO NOTIFICATIONS & COMMUNICATIONS

SECURITY ALERTS	MONTHLY REPORTS	SUGARSHOT NEWSLETTER
WE SEND REGULAR SECURITY ALERTS OUT TO OUR CLIENTS	MONTHLY REPORTS ON YOUR ACTIVITY AND IT PROJECTS.	COMMS ON THOUGHT LEADERSHIP AND KEY GLOBAL UPDATES.

SUGAR*SHOT*™

A REBELLION AGAINST THE IT GRAIN.

EMAIL HI@SUGARSHOT.IO
SUPPORT SUPPORT@SUGARSHOT.IO

WWW.SUGARSHOT.IO