



**itgroove** \ ,ī- ,tē- 'grüv \  
noun: to have fun with technology

**itgroovin'** \ ,ī- ,tē- 'grüv-en \  
verb: doing IT with style

# WHO WE ARE

- Business consultants
- Technology enthusiasts
- Trusted IT advisors

Team of dedicated, innovative, and experienced IT professionals specializing in Microsoft Business Technologies.

Our diverse crew bring a wealth of experience, strengths, and styles to the team. We all share a pride in the quality of our work, a dedication to delivering value, and a passion for helping people.

## We 'dig' what we do...

You're working with trusted IT advisors, who are looking out for your best interests. We harvest our team's knowledge to collectively craft solutions that make business technology work for our clients and ourselves.



## Our Credentials

Collectively our team has over 100 years of technology experience.

We have Microsoft Certified Professionals on staff - including Office 365, SharePoint and Small Business specialists.

We are Gold Certified from Microsoft in Cloud Productivity, and Silver Certified in Collaboration and Content, as well as Small and Midmarket Cloud Solutions.

Microsoft  
Partner

Gold Cloud Productivity  
Silver Collaboration and Content  
Silver Small and Midmarket Cloud Solutions

## What is an MVP?

We are proud to have an MVP on staff, awarded from Microsoft. MVPs are "exceptional, independent community leaders who share their passion, technical expertise, and real-world knowledge of Microsoft products with others."



# WHO WE ARE

We drink from the technology fire hose so you don't have to.

## We know what we're talking about...

itgroove encourages the team to stay current and grow as leaders in their areas of specialization. By investing time and resources for skill development, itgroove stays on the cutting-edge of technology trends.

...and have the credentials to back it up.

## Meet our "A" Team

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Sean



Alec



Darren



D'Arcy



Noel



Matt



Al



Stephanie



Liam



Karin



Louis



# WHAT WE DO

We advise and support businesses with their workplace technology.

## SERVICES



### SHAREPOINT

*In SharePoint we trust.*

When it comes to SharePoint, we can do it all: Planning, implementation, development, coaching, maintenance, and support.



### BUSINESS TECHNOLOGY

*We get "it" working for you.*

We resolve key business issues and improve business agility, increasing productivity, and accelerating innovation.



### CLOUD

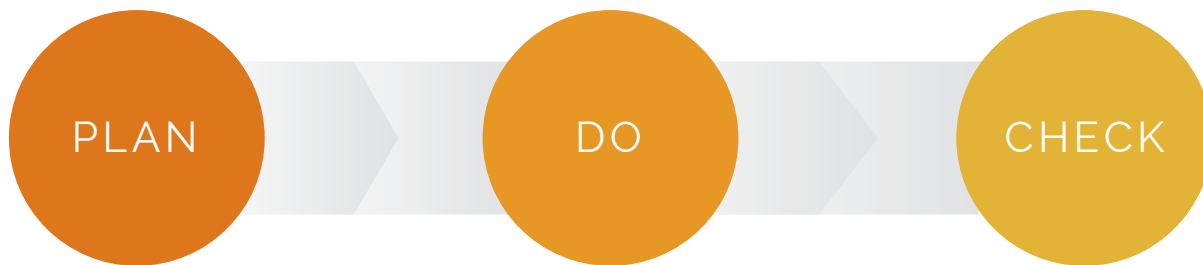
*Cloud Friendly and Office 365 Ready.*

We set up and transition data and systems to Office 365 and Windows Azure.

# WHAT WE DO

Do the Right Thing.  
Do that Thing Right.

## OUR APPROACH



## SERVICES

When we're not helping our long-term clients get in the information technology groove, we act as a think tank to collectively craft solutions that make business technology work for our clients and for ourselves.

### Our Core Products

- Business Technology Assessments
- System Health and Inventory Audits
- Scoping sessions and Project Road Maps
- Business Technology Solutions
- itGuardian Service Agreements
- Pre-paid Coffee Card Service Budgets
- Coaching Services
- Ongoing Support

### Our Focus:

We focus our people power on what we do best:

- Serving our clients
- Improving our internal processes
- Honing our technical expertise



# WHEN WE DO IT

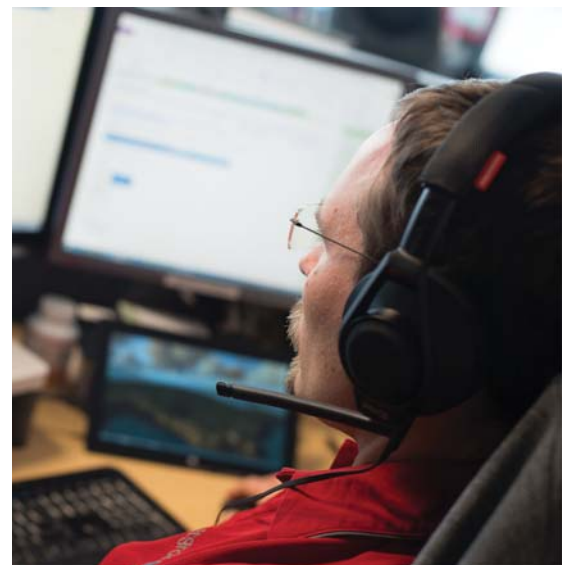
## WE'RE HERE TO HELP

### Working in Shifts

Our monitoring, planning and triage processes ensure there will always be someone available to assist in emergencies during business hours for clients in need.

### Happy Team = Happy Customers

Work-life balance is crucial to a healthy workplace. We ensure our staff have time every day to recharge.



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### Our Business Hours

Monday to Friday  
8:30 a.m. to 5:00 p.m. PST  
(excluding Canadian statutory holidays)

### The Orb is Watching...

The itgroove Support Orb is ever watching and waiting to activate.  
**Need our help?** Light it up at [www.itgroove.net/contact](http://www.itgroove.net/contact)



WHERE WE DO IT

Servicing the world from our home base on Vancouver Island.

## VICTORIA, BRITISH COLUMBIA, CANADA



### Downtown Location

We work five minutes from the heart of downtown Victoria...  
Pairing laid back West Coast culture with the bustle of a modern city.

### Our Office

Save-On-Foods Memorial Centre  
1925 Blanshard Street (Gate 3)  
Victoria, BC Canada V8T 4J2



### Save-On-Foods Memorial Centre

We work in a 7,000 seat arena, venue for rock concerts and home of the Victoria Royals hockey team.



# WHY WE DO IT



It's simple...  
We give a damn.

## OUR GOAL

To help others with their technology in the workplace.

## OUR DESIRE

To protect businesses and their staff from technology risks and poorly implemented systems.

## OUR FOCUS

Our concern grows in concentric circles to encompass, in turn, our family of customers, our friends in the community, and our fellow Microsoft technologist peers.

## WHY ITGROOVE

### Our People

Our investment in our people means we attract the best and retain them for years. We share a pride in the quality and value of our work and a passion for exceeding customer expectations. We strive to be helpful, collaborative, and let our enthusiasm show without being pushy or brash. We're real, and enjoy a good laugh. We're aim to be fun to work with, and to make IT easy. Most importantly, we care.

### Our Expertise

As Microsoft Silver Partners, we have several Microsoft Most Valuable Professionals (MVP's), and Microsoft Certified Professionals on staff. Focused on Office 365, SharePoint, and all the core Microsoft Business Technologies, we provide expertise both on-site and in the cloud. We are acknowledged by our peers as technical experts, and have the real-world experience and credentials to back it up.

### Our Value

We're business consultants first, technology specialists next. We understand that success is a result of understanding a business and its people - enabling us to offer long-lasting solutions that deliver the results important to you.



# WHY WE DO IT

With pride in the quality of our work and a dedication to delivering value.

We're here to help, not to smother. We seek to understand the issue and the desired result before acting.

## Our business model

We strive to have direct, long term relationships with clients that we have pre-qualified as being a fit for our services. Ongoing rapport means we get to know you and your business on a deeper level.

### *We stand behind our rates.*

We're aware we're not the cheapest. If you think a professional is expensive, wait until you hire an amateur. We've found that cheap always costs more in the long run. We believe our team provides value that others don't offer.

## Our Strategy

- To support clients with broad expert knowledge and unbiased technology advice.
- To do the right things for our clients with compassion for their situation.
- To deal honestly with issues in a constructive way that doesn't sugarcoat reality.

## Technology changes daily

We are dedicated to staying informed of technology changes, so you don't have to. We drink from the technology trend fire hose and only bring the best of what we discover to the table.

You can rely on our knowledge base and experience to help you make quick, informed business technology decisions and mitigate risks.

You can get back to what you do best:  
*Running your business.*

## Our Care Model



## Our Approach

- Empathy
- Communication & Listening
- Consistency
- Commitment
- Trust

# OUR PROMISE TO YOU...



Our parents taught us to treat others as we would like to be treated.  
This is something we have taught our children.

## **We promise...**

- We will keep your information strictly confidential.
- We will always keep you in the loop.
- We won't hit you up with surprise charges or perform unnecessary work.
- If we make a mistake, we will fix it.
- We won't make promises or guarantees we can't keep.
- We will do our very best to provide reliable solutions that meet your budget.
- We will always be respectful of you and your people, and we will treat your systems with care.

**In short, we will treat you fairly and honestly as partners in our mutual, ongoing success.**

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**We stand by our commitment to supporting customers with broad expert knowledge and unbiased technology advice.**

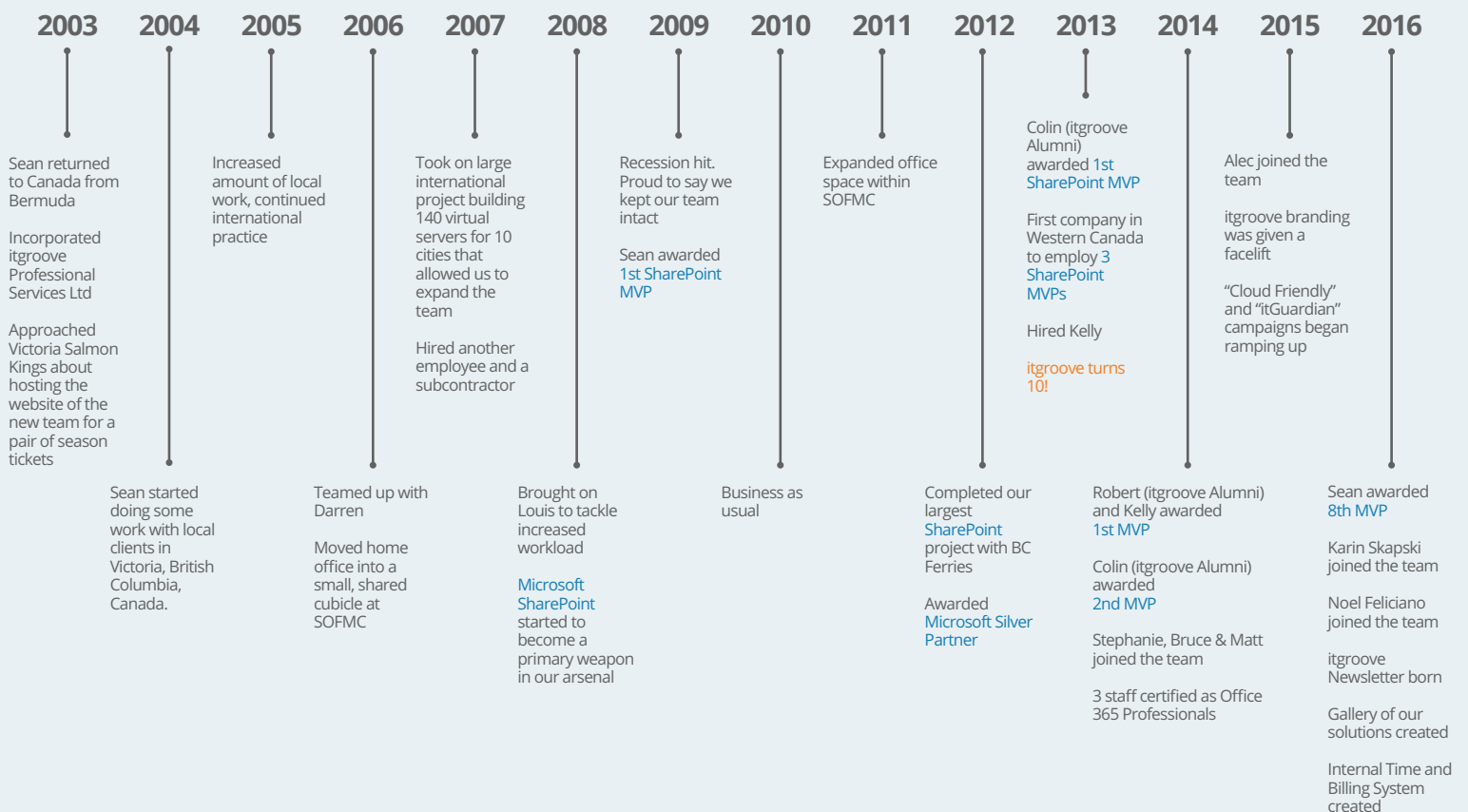




## ESTABLISHED IN SEPTEMBER 2003...

With 20 years in the technology sector, owner and principal consultant Sean Wallbridge has seen tech companies and trends come and go. A steady focus on continuously refining his team based on delivery of quality support in the modern workplace has resulted in a well-recognized brand and commitment to "get IT working for you". It is a testament to the steady success and recession-proof business model that itgroove has crafted and nurtured.

From itgroove's inception in 2003 as a one-man home office business to its present status as a team of technology professionals, the one constant has been delivering technology support that works for customers. It's clear that the ongoing investment in cutting-edge skill development has allowed itgroove to remain agile to the shifting needs of the small business technology consumer.



# WHAT WE DO - THE DETAILS

## Business Technology Support Specializations

- Assess, monitor and maintain on-premise hardware and server software to ensure business-as-usual is not disrupted
  - Flag and report potential issues before they become problems
  - Recommend pre-emptive solutions to reduce and prevent future headaches
  - Provide support when the unexpected arises to return you and your technology to business-as-usual
  - Support and monitor on-premise software & hardware
  - Deliver actionable advice for internal projects
- Technology Infrastructure
  - Microsoft Exchange Server
  - Microsoft SQL Server
  - Microsoft Lync
  - Microsoft Office 365
  - VMWare ESX and ESXi
  - Microsoft Hyper-V
  - Microsoft Windows Server
  - DELL SonicWall
  - Nintex Forms and Workflow
  - Microsoft Project Server

## SharePoint Specializations

- Architecture and design
- Governance planning
- System administration and site builds including:
  - Farms, web applications and sites
  - Lists and libraries
  - Document management
  - Site maps and navigation
  - Container hierarchies
- Design and Development including:
  - Visual Studio, ASP.NET and C#
  - JavaScript, JQuery, CSS and HTML
  - Security
  - Branding
  - SQL database architecture
  - Templates and scripting
  - Electronic forms and workflows
  - Integration with Microsoft Office
- Information Management (IM) and Enterprise Content Management (ECM) including:
  - Document management
  - Collaboration across offices
  - Change management
  - Enterprise search
  - Content types
  - Taxonomies and metadata management
  - Business intelligence and reporting
  - Records management
  - Archival strategies
- End user, SharePoint Champion, Site Administrator and IT Pro coaching services

## Cloud Specializations

- Microsoft Office 365 and Windows Azure
- Exchange Online
- Office Online - including Lync and OneNote
- SharePoint Online
- Email, spreadsheets, documents, reports, databases
- Electronic forms and workflows
- System administration and software management
- Implementations, configurations and migrations
- Security and virus protection



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