

*your* **GREAT SUCCESS**

propelled by

**GREAT SUPPORT**

**On a continuous mission  
for sustaining companies  
in order to exploit the  
benefits of IT technology**





## Who are we?

With us by your side, your business exploits the benefits of modern technology for accelerated development, for informatics risk coverage or malfunctioning of critical IT solutions and by ensuring your employees with technical support for avoiding activity interruptions.



Your objectives are sustained through complete IT support services, acting as an external supplier or completing your IT department.

### Our customers benefit from:

- 80% fewer work stoppages
- Resolution time less than one hour for 90% of IT support requests
- Uninterrupted activity of IT solutions through continuous monitoring 24/7
- Data protection (real-time data backups)
- Information security through proactive identification of system attacks
- Reduced IT spending and predictable budget thanks to great partners who support us
- Detailed control over the business IT support and delivery reports for management decisions based on factual information

**We are not the biggest supplier, we are the most committed to customers.**



# ✓ Why we matter for you

## BETTER RESULTS FOR YOUR BUSINESS

13.7%

Is the average increase of our customer's turnover. Your focus is directed only where it matters most, the development of the business, not the back-office activities.

## HIGHER AVAILABILITY

90%

Of incidents resolved in less than an hour! Over 140 certified specialists who collaborate in order to quickly resolve any situation your customers might encounter.

## PROACTIVE PROTECTION

50%

less interruptions affecting users of IT systems, thanks to our proactive solutions that identify potential emergency situations before they occur. Providing your customers a flowing activity, will offer you credibility and increasing power.

## REDUCED DOWNTIME RISKS

99,9%

is the availability of IT infrastructure of your business. Non-stop proactive monitoring and 24/7 guaranteed remote interventions. for critical IT systems.

## LONG LASTING PARTNERSHIPS

5,7ani

years is the average contract time of our clients! Representative customers who are with us for more than 9 years.



# 🔑 What do you get besides us:

*Class IT is the company that substitute or complement the IT department of any company.*



We are your dedicated partner who contributes with IT solutions to increase your business. By entrusting the IT support to a reliable partner, you earn more time and financial resources to focus on your business main activity.



For 13 years we deliver "world-class" solutions for the local market, period during which we have developed a team of over 140 specialists. We did this mainly due to the recommendations from our customers.



We are pleased to use our knowledge and experience and to contribute with our solutions in order to meet the business' objectives of the client companies and those over 17,000 employees.



We manage to achieve tangible results for our clients:

- More productive Employees
- Hedging downtime of IT systems
- Providing information security and avoid data loss
- Cost optimization
- Supporting the business development





# What do we offer you:

## IT SUPPORT for:

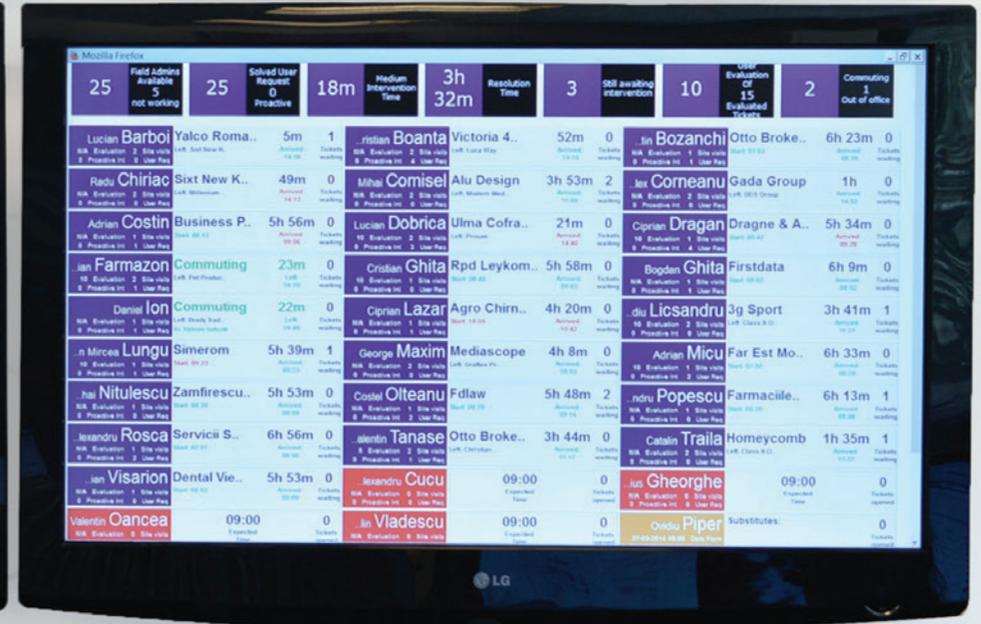
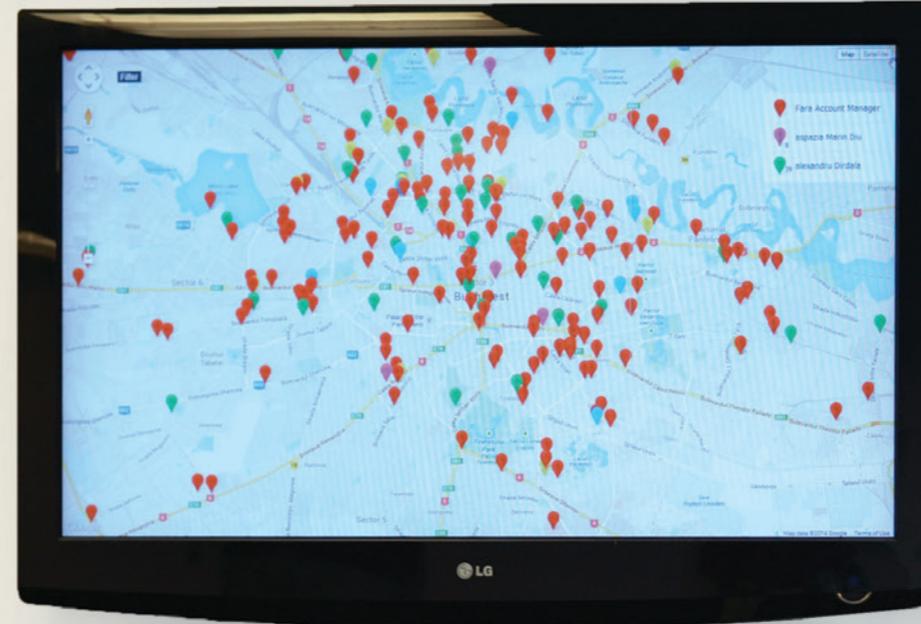
- Windows and Mac workstations
- iOS, Android and WindowsPhone mobile devices
- Local networks, VPN and internet communications
- HP/UX servers, Windows Server and Linux
- Printing solutions

## IT SERVICES of:

- Information security
- Backup and data protection
- Standard IT Audit ISO27001, CISA, CISSP
- Hardware and software inventory, licensing management (SAM)
- Permanent information and training
- IT equipment renting and professional hosting
- Implementation and Cloud solutions management (Office 365, Azure)

## IT SOLUTIONS for:

- Email communication, VoIP and mobility
- IT incidents management (Ticketing)
- Business Continuity and Disaster Recovery BC&DR
- Company resources security (internal or external, Firewall)
- Equipment and licensing consultancy



# Who we address to?

## SMALL AND MEDIUM COMPANIES



IT solutions, available so far only to leading industry companies because of the complexity and implementation costs, are now at your fingertips!

Small and medium companies get with us:

- Proper designed solutions
- Proactive support
- Adaptive costs
- Flexibility

## CORPORATIONS

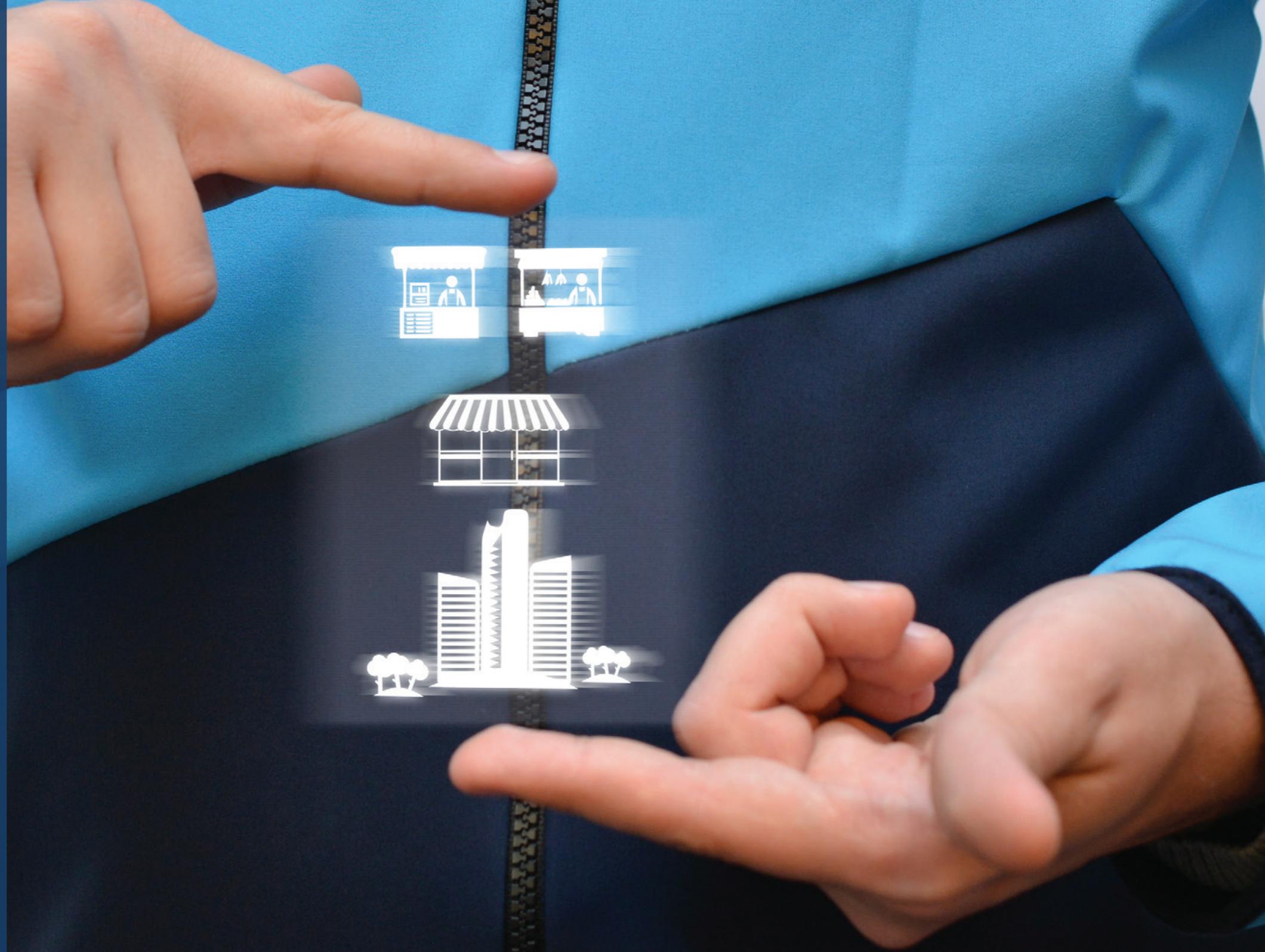


Optimal operation of IT systems, predictable costs and low risk. Past experience and expertise, confirmed by customers who recommend us and by certifications. We are an ally in your strategy for reaching new customers territories and your measurable progress.

Guarantees offered by a partner with an advanced level of expertise that has confidence in your business and supports it, regardless of the effort.

Corporations get with us:

- Reduced risks
- Cost efficiency
- Uninterrupted operation
- Contractual guarantee for service delivery



# ⚙️ How we make it?

## 1. STELLAR TEAM – STAR TEAM

Over 140 dedicated experts trained and certified in technical support, communications, networking and security services. The only company investing in an memorable organizational culture. 100% of our network administrators are certified Microsoft Fortinet, Cisco.



- Certified Network Associate
- Small Business Solutions
- Certified Network Professional
- Certified Internetwork Professional
- Certified Network Associate Security



- Certified Network Security Administrator
- Certified Network Professional



- Implementing HP Rack and Tower Servers



- Windows 7, Enterprise Desktop Support Technician
- Windows 7, Enterprise Desktop Administrator
- Windows 8, Configuring
- Microsoft System Center Operations Manager 2007, Configuring
- Windows Server 2008 Network Infrastructure, Configuring
- Windows Server 2008 Network Infrastructure
- Windows Server 2008, Server Administrator
- Windows Server 2008 Active Directory, Configuring
- Microsoft Exchange Server 2012, Configuring
- Installing and configuring Microsoft Windows Server 2012
- 2007/2008 MCITP Vista
- Designing, Deploying & Configuring Messaging Solutions
- Microsoft Certified Solutions Associate
- Microsoft Certified IT Professional
- Microsoft Certified Technology Specialist
- Administering Office 365 for Small Business



- Apple Certified Macintosh Technician



- Kaspersky Endpoint Security and Management
- Sales Specialist of Kaspersky Lab Corporate Solutions



# ⚙️ How we make it?

## 2. MODERN SOLUTIONS FOR IT MANAGEMENT

Software solutions that guarantee a detailed organization for customer infrastructure - hardware and software, removal business risks because of licensing, reduction of activity interruption and control of IT service delivery.

### OPTIMUM DESK MEANS FOR YOU:

**EASEEDESK**  
[www.easeedesk.net](http://www.easeedesk.net)

- Easy registration requests to IT Support through EaseeDesk.

**INVENTOREE**  
[www.inventoree.net](http://www.inventoree.net)

- Complete and detailed systems hardware inventory through Inventory.

**SOFTSEE**  
[www.softsee.net](http://www.softsee.net)

- Management and software control (inventory and install/uninstall/remote update without interruption of users activity) through Softsee.

**OPTEEMUM**  
[www.opteemum.net](http://www.opteemum.net)

- Proactive identification of system hardware or software failure through Opteemum

Find more on [www.optimumdesk.net](http://www.optimumdesk.net)



# ⚙️ How we make it?

## 3. INTERNATIONAL PARTNERS AND CERTIFICATIONS

IT services support sustained by Class partners:



- Gold Partner
- Messaging
  - Small business
  - OEM
  - Hosting
  - Mobility
  - Devices and Deployment
  - Midmarket Solution Provider



Authorized Reseller



Select Partner



Bitdefender

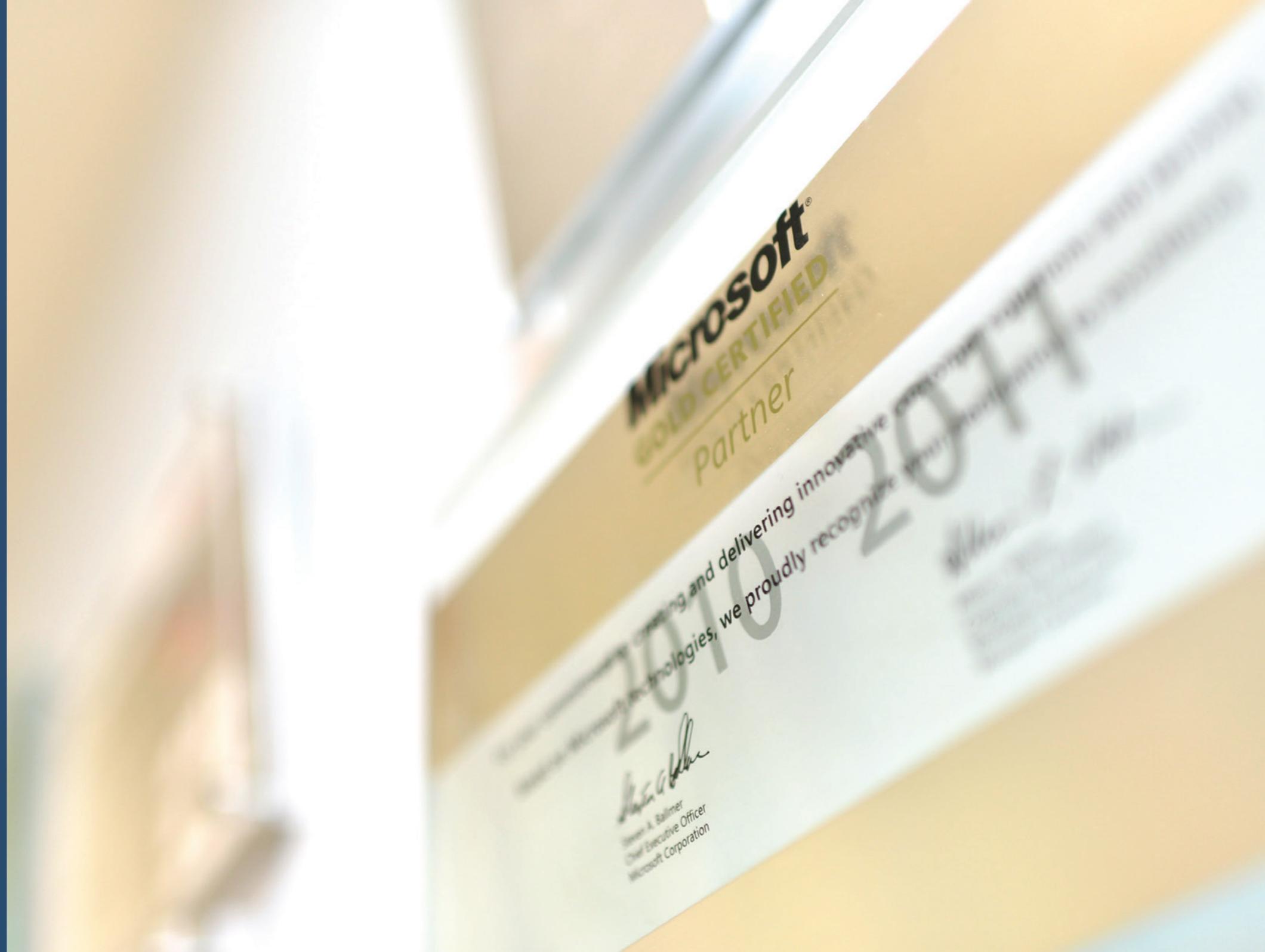
Business Partner



Silver Partner



- ISO 27001
- ISO 9001



# What you can get only from us?

## THE LOWEST RESOLVING TIME

- The largest number of onsite specialists
- Certified and Experienced Professionals
- Performing internal training system

## MOST RELIABLE IT SOLUTIONS

- 24/7 team availability
- Continuous monitoring of IT systems
- Proactive operations on equipments

## CONTRACT DELIVERY GUARANTEE

- Intervention time
- Resolving time
- Services availability

## LOWEST TIME INVESTED BY YOU IN IT

- Detailed organization
- Complete Inventory
- Reports of IT service delivery

## A TEAM OF SPECIALISTS FOR YOU

- Experts who understand and prioritize your business needs
- Results oriented and motivated performance
- Evolution in a positive environment that provides independence of decision





# Why we are famous?

## THE LARGEST EXPERIENCE OF AN IT SUPPORT COMPANY Over 250.000 resolved cases

- The largest number of successfully resolved cases
- Over 7000 new cases resolved each month
- Over 12 years of activity in delivering IT support services

## THE BIGGEST NUMBER OF IT CERTIFICATIONS Over 200 IT certifications

- Over 100 specialists available in Bucharest
- Over 40 nationwide specialists

## THE BEST CUSTOMER FEEDBACK PROVIDED 68 000 grades of 10

- Every resolved incident receives an electronic feedback
- 98,8% of the interventions evaluated with the highest grade
- More than 1000 feedback performance evaluated monthly

## INNOVATION ORIENTED Its own Research & Development Department

- Development of software solutions in order to improve our business and that of our clients:
  - Optimum Desk
  - Optimum Center
  - Helpio App

## RECOGNIZED AS THE LEADER OF LOCAL IT SUPPORT INDUSTRY no. 1 since 2007

- The only Romanian company in Studio Pac 2011
- The only local company nominated for ITPO 2012
- The most awarded-winning management team of Romania



# Testimonials

"The company that we relied on with confidence... The proposed terms and the results reached our expectations. Class IT is on the selection list for future collaborations. We recommend Class IT for the dedication and involvement for each project." - **Coca Cola**



"In a short time, they showed flexibility and reliability, which leads us to think of extending our collaboration in the future." - **Policolor**

"Why do we like Class IT? Because it's like a beautiful woman and you want to work with her. It's like a strong man you want around, to help you. It's like a child who thinks beyond the barriers, finding innovative solutions to problems and for your projects, it's like an old man who always advises wisely, it's like a friend you can rely on and he always meets your expectations." - **Danone**



"There is much to say about our fruitful collaboration, but the three elements that have consecrated you remain: you answer quickly to all calls, you are always concerned to provide professional solutions to customers' problems, IT technology has no secrets for you. May you have as many satisfied customers as we are!" - **Leo Burnett**

"It's easy! We chose Class IT for responsibility, flexibility and respect." - **YTS Dental View**



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