



InfoPartners



who we are

InfoPartners was founded in 1994 with the vision to become the dominant provider of premier IT outsource services to Venture Capital firms throughout the Bay Area.

With a strong foundation of Venture Capital clients, InfoPartners has successfully forged into other technology dependent verticals, like Life Sciences, Private Equity, Emerging Growth, and Professional Services. InfoPartners' unwavering focus on delivering high touch service with innovative and efficient solutions has nurtured the achievement of this vision. Our excellence in maintaining and supporting IT allows our clients to focus on their business and ensure that their workforce is productive in areas that drive value and success for them.



We believe that the strongest foundation for providing professional services rests on a values-driven culture. The values InfoPartners leverages to keep its staff motivated and engaged and provide extraordinary service to our clients are:

Client Focus – We make our relationship with clients and our desire for their success the center of everything we do.

Excellence – This standard enables us to promise and deliver excellence to our clients and to each other.

Teamwork – We work together to help our clients.

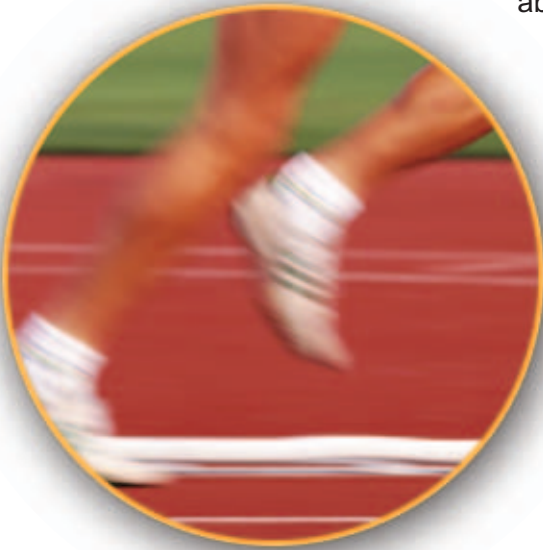
Judgment – We are deliberate with our decision and consider our clients' needs in every action.

Dependability – Our clients can count on InfoPartners to do what we say we will do.



our mission

We are a customer focused full-service IT firm committed to creating a user experience uniquely tailored to each of our clients that meets and exceeds their expectations. We do this by learning our clients' businesses and providing solutions to fit their needs. Our clients measure our performance through response and resolution times, one call resolutions, and our ability to solve their business problems with technology. Our approach enables us to handle multiple issues simultaneously through a seamless integration of remote and onsite services while maintaining that you feel you are our only client. As shareholders, InfoPartners' employees take pride in their work and have proven to be dependable, work well as a team, use sound judgment, and above all are committed to excellence in solving client problems. Enhance your employees' daily work experience and productivity with InfoPartners today.



what we do

Professional Services

- Technology Assessments
- Onsite Engineering
- Project Delivery
- Project Management
 - Procurement
 - Strategic Consulting
 - Business Technology Consulting
 - Performance Management
 - Client Benchmarking
 - Cloud Preparedness Planning
 - Business Continuity / Disaster Recovery Planning
 - Budgeting /Capital Preservation Planning



Managed Solutions

- Professionally staffed Help Desk
- Asset Inventory capture and reporting
- Proactive System Maintenance
- Server Monitoring and alerting
- Data Continuity
- Hosting
- Virus Protection
- Software Licensing



how we do it

Approach

Collaborative Client Discovery Process

Assess People:

- Conduct employee survey to gather understanding of current IT experience
 - Integrate user IT service request process with InfoPartners
 - Implement ticket tracking system to capture more granular data for review and highlight support trends
 - Interview employees to identify challenges and understand their specific reliance on technology
 - Interview department heads for business functional requirements and application specific needs

Assess Systems:

- Confirm stability and security of technology environment and user systems
- Identify immediate high risk items and institute plan for remediation
- Confirm architecture, services, and applications are appropriate for business need

Review Data:

- Whiteboard planning session with identified IT decision makers to review data gathered
- Identify and plan IT budget requirements to meet objectives
- Create measurable joint success criteria for the long-term partnership



Collaborative Client Delivery Process

Transition to InfoPartners:

- Proven, managed new client kick-off process
- User and administrator training on how best to work with InfoPartners

Technology/Business Planning:

- Scope and plan projects and timelines by priority and business objectives
- Organize projects into appropriate phases to maximize timeline and budget
- Determine Disaster Recovery readiness and uptime requirements
- Present solution and plan to Executive team for final sign off and approval

Plan Execution and Delivery:

- Implementation of scoped projects
- Ongoing support and management of technology environment and agreed-upon suite of services

Enhance and Refine:

- Ongoing consulting to review progress versus plan
- Measure performance against established success criteria
- Employee surveys



benefits to you

Why Partnering with InfoPartners Benefits You

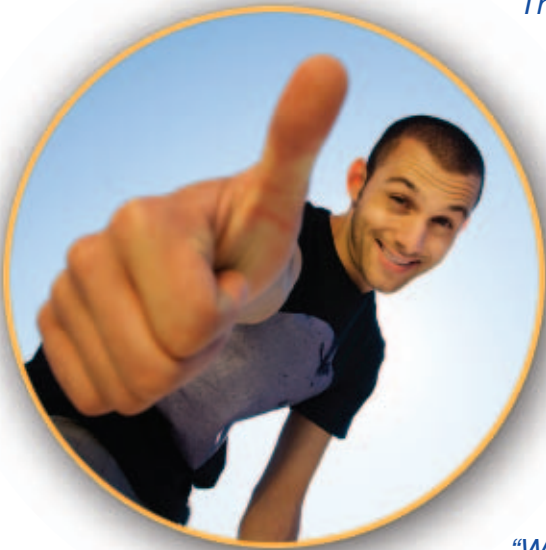
- Targeted plan to reduce total cost of ownership of IT
- Experienced, professional advice on technology investments
- Customer Focused, Results Driven
 - Simplicity and Scalability
 - End user experience and productivity gains to your employees
 - Deep body of knowledge in InfoPartners staff that you can leverage when needed



testimonials

"We chose InfoPartners as our IT Solutions Provider because they share our cleantech philosophy surrounding technology. InfoPartners has helped drive down our total cost of ownership of IT, reduce our infrastructure footprint, and leverage cloud-based applications. Moreover, they have provided superior support services and enhanced our employees' productivity. They have proven to be a trusted partner."

- SHEERAZ HAJI, MANAGING PARTNER; CLEANTECH GROUP LLC



"I have worked with multiple IT service providers over the years, but InfoPartners is a cut above the others because they actively solicit my feedback and implement suggestions for improvement. InfoPartners has taken the time to clearly understand the needs of Venture Capital firms and now gives CMEA Capital a reliable support process we can build upon."

- JOHN HAAG, COO; CMEA CAPITAL

"We made the difficult decision to change IT outsource vendors this year. Through a highly selective process, InfoPartners emerged as the clear winner. They challenged us to think about new approaches and enabled us to take a comprehensive look at our immediate and long-term business needs, to make sure our technology strategy was a good match. In addition, they directed us to look to alternative solutions offered in the cloud that would reduce our onsite maintenance and equipment costs and provide our firm with maximum flexibility. The transition with InfoPartners has gone smoothly and with a minimum of disruption. They've taken very good care of us."

- GREG BEATTIE, MANAGING PARTNER; MBV LAW



contact us

InfoPartners, Inc.

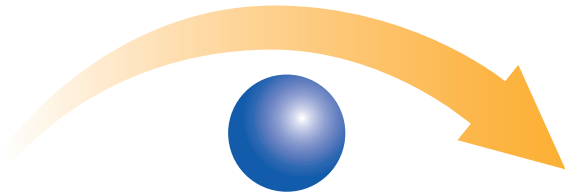
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Field Offices:

San Francisco

Menlo Park

InfoPartners

Qualified businesses are eligible to receive an IT Health Assessment at no charge. IT Health Assessments uncover IT vulnerabilities, top-level IT issues and outline a resolution plan. To see if your company qualifies for an IT Health Assessment, call (650) 517-1720, or write ITAssessment@infopartners.com. We're here to take your IT pain away.

www.InfoPartners.com



