CCS Technology
BRING. IT. ON.

ENGINEERING FREEDOM THROUGH IT SOLUTIONS

ccstechnologygroup.com

TABLE OF CONTENTS

P06 OUR COMPANY

P08 OUR PHILOSOPHY

P10 THE IDEAL CLIENT

P12 SERVICES WE PROVIDE

- P14 Managed Services
- P16 Cloud Solutions
- P18 Enterprise Resource Planning
- P20 Professional Services
- P22 Security Services
- P24 App Development
- P26 Backup and Business Continuity
- P28 CRM
- P30 Office 365 Migration

P32 OUR BUSINESS PROCESS

OUR COMPANY

At CCS Technology, we're passionate about two things: staying ahead of the curve and delivering an above-and-beyond client experience.

Technology is ever evolving. The tools that were cutting edge yesterday will be outdated tomorrow. In order to keep your business current, we have to constantly increase our already considerable knowledge base.

We're always learning, always growing, and always improving. That's what enables us to pass up-to-the-minute expertise along to you.

But we don't stop there. We're here to ensure that you have not only the latest IT solutions but also the solutions that work for your business needs. We make it a point to get to know our clients. We want to understand what you do and what makes you successful.

Our recommendations are specific to you. Our standards are high. Our response times are fast. And our people are genuinely invested in doing whatever it takes to help you meet your goals.

In short, our approach is all about freedom.

Freedom from inadequate IT solutions. Freedom to focus on growing your business. Freedom to cultivate real work/life balance.

We can free you to focus on what matters – to you.

OUR PHILOSOPHY

We believe the best way to work with our clients is to establish a true partnership. When you sign on with CCS Technology, you're more than a name on a client list. Our commitment to you is authentic.

We strive to keep the lines of communication clear and open. We want to know what you need and how we can help. What's more, we want to cultivate a deep understanding of what makes you successful.

Our ultimate goal is to be a vital part of your formula for success.

Because our approach is built on relationship, we actively seek out clients who share our way of doing business. We're confident our philosophy will shine through in the interactions you have with every single CCS team member.

OUR CORE VALUES INCLUDE:

- Make Good On Our Promises
- Build Trust In Every Interaction
- Take Nothing and No One for Granted
- Live the Student Mentality
- Bring a Whatever-It-Takes Attitude to Work
- Invest in Long Term Relationships

THE IDEAL CLIENT

One of the components of a solid partnership is knowing your strengths. Not every company out there shares our values or aligns with our approach. And, of course, there are some industries we know better than others.

We find we work best with those who want more than a quick fix to a single problem. We're looking to forge long-lasting relationships focused on making you both more efficient and more effective. We can function as your complete IT support solution, or team up with your current IT staff to ensure you don't miss a single growth opportunity.

YOU'RE A GOOD FIT TO WORK WITH US IF:

- You're looking for a long-term managed services partner.
- You're committed to open, cooperative communication.
- You see value in utilizing the power of new technologies, like cloud-based solutions.
- You see IT as a strategic business advantage and want to differentiate yourself from the competition.

SERVICES WE PROVIDE

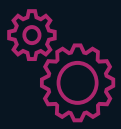
In a sense, our solutions are both reactionary and proactive.

They're reactionary in that they reflect the needs we encounter most often. We pride ourselves on being good listeners, and we feel the services we offer back up that claim. We know the typical pain points for our clients, and we know how to address them.

Our solutions are proactive in that we don't just put band-aids on problems. We don't believe it's enough to merely fix what's broken. That doesn't guarantee your success. We want to go one step further, equipping you with solutions that set you up for flawless execution and breakthrough growth.

MANAGED SERVICES

CLOUD SOLUTIONS



ENTERPRISE RESOURCE PLANNING

PROFESSIONAL SERVICES

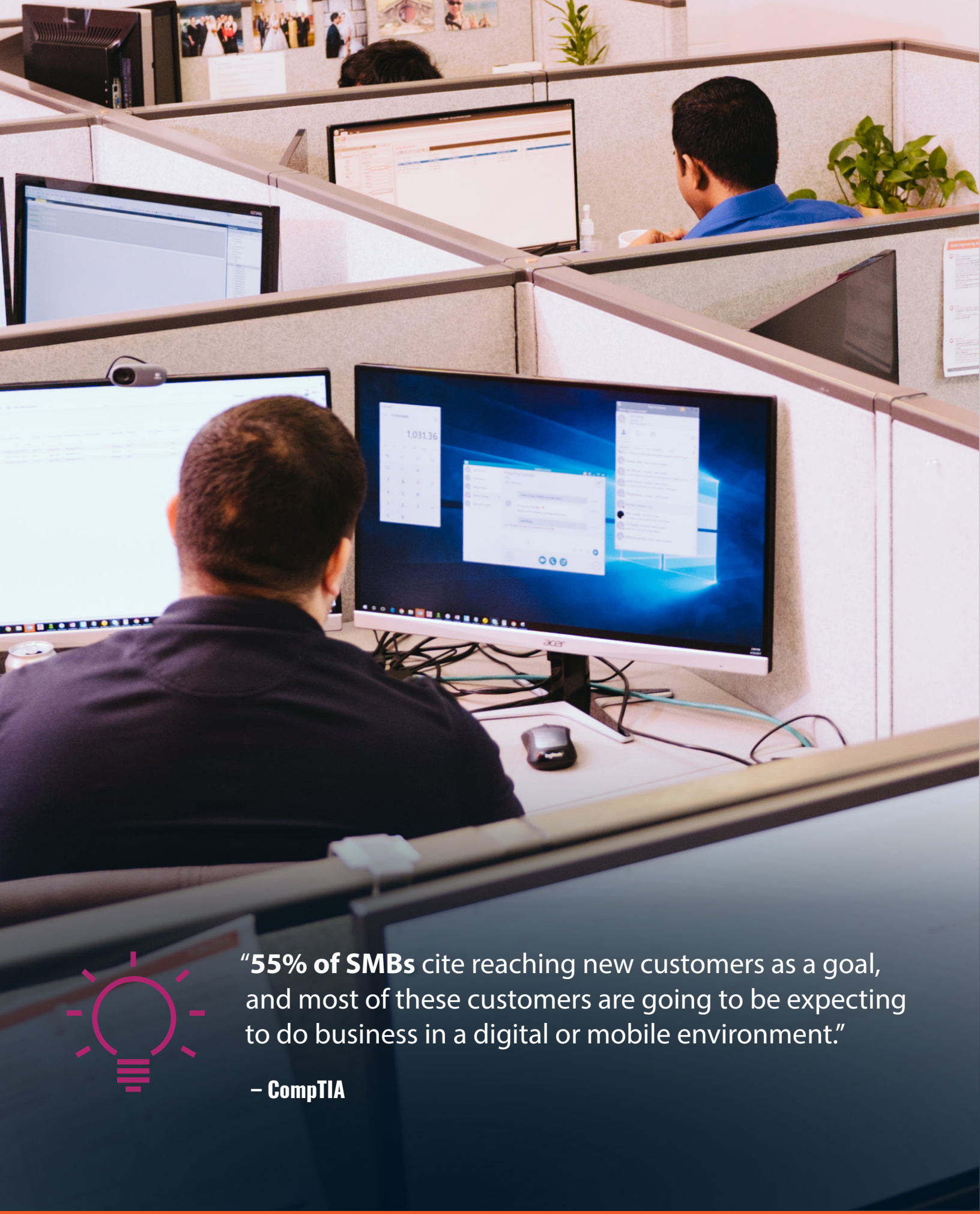
SECURITY SERVICES

APP DEVELOPMENT

BACKUP AND BUSINESS CONTINUITY

CRM

OFFICE 365 MIGRATION



"**55% of SMBs** cite reaching new customers as a goal, and most of these customers are going to be expecting to do business in a digital or mobile environment."

– CompTIA

MANAGED SERVICES

FREEDOM TO FOCUS

In a perfect world, IT services would just work. In actuality, it takes constant attention to keep everything online. Let us maintain your system so you can focus on actually running your business.

SOLVE PROBLEMS BEFORE THEY ARISE

It's always better to catch issues before they impact business. We can monitor your network for potential hiccups, solving problems before they have a chance to slow you down.

SCALABLE SOLUTIONS

As your business grows, your needs will change. We offer solutions that are designed to grow with you. What's more, we'll be there to assist as new services come online.

"**85% of enterprises** have a multi-cloud strategy."

– Rightscale

CLOUD SOLUTIONS

THE NEW BUSINESS INFRASTRUCTURE

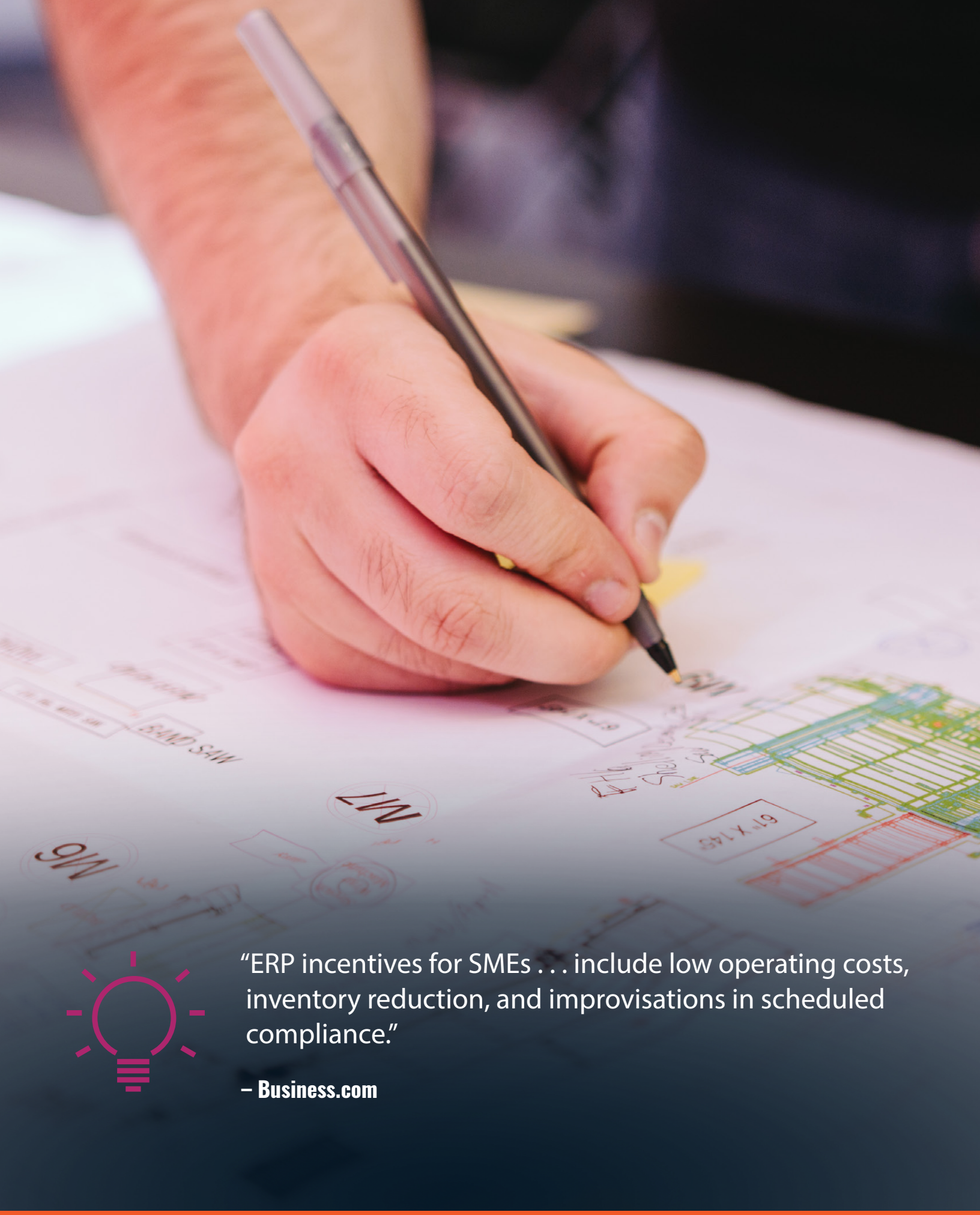
Business is moving to the cloud. Cloud-based solutions offer a variety of advantages, but it's critical to know which options fit best for your company. We can put you on the right track.

FLEXIBILITY TO DO BUSINESS FROM ANYWHERE

Accessibility is a key feature of cloud-based services. Employees are no longer leashed to their desktops. The cloud makes it possible to get work done as long as you have an internet connection.

A DIFFERENCE YOU CAN SEE IN YOUR BOTTOM LINE

One particularly attractive feature of cloud solutions is the potential for cost savings. With the right cloud services, you can drive down overhead without sacrificing functionality.



"ERP incentives for SMEs . . . include low operating costs, inventory reduction, and improvisations in scheduled compliance."

– Business.com

ENTERPRISE RESOURCE PLANNING

THE POWER OF SMART AUTOMATION

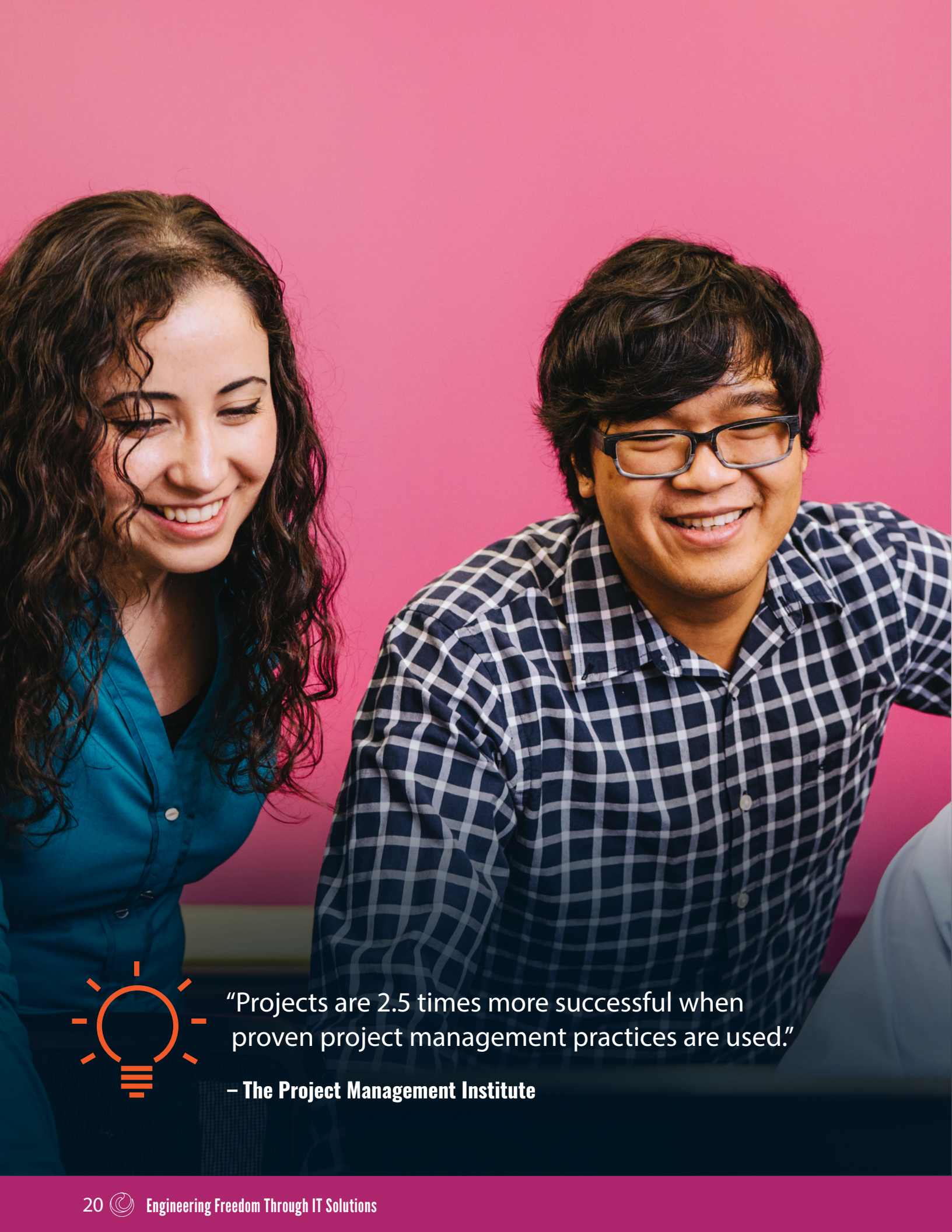
With the right ERP in place, your business simply runs smoother. Opportunities for human error are minimized, and tedious routine tasks fold seamlessly into the rest of your business process.

ROBUST OPTIONS FOR A COMPLETE SOLUTION

Cloud-based ERPs now allow for full architecture and functionality. That means you can capitalize on the convenience of the cloud without sacrificing the capability of traditional ERP software.

AN ERP LEADER

We have years of experience implementing ERP solutions for our clients, addressing a wide range of resource planning situations. We'll make your move to a new ERP system quick and painless.



"Projects are 2.5 times more successful when proven project management practices are used."

– The Project Management Institute

PROFESSIONAL SERVICES

IT TAILORED TO MEET YOUR NEEDS

Your business is unique. The technology that supports your workflow should be unique, too. We aim to deliver a user experience as extraordinary as you are.

ON TIME AND UNDER BUDGET

We have a proven track record of completing projects within time and budgetary restraints. Even if you have a live project that's currently off track, we can pull it back in line and help you meet your goals.

CERTIFIED TO DELIVER HIGH-DEMAND SOLUTIONS

Our team is certified in several of the most sought-after areas of specialization, including Microsoft, Amazon, VMware, EMC and Cisco. We have the knowledge and experience to make good on our promises.

"**75.6% of organizations** encountered at least one successful cyber attack within the past 12 months."

– CyberEdge Group

SECURITY

THE EVOLUTION OF CYBERSECURITY

Network security requires vigilance. There's simply no way to keep your data safe without adapting to the changing nature of cyber attacks. We have the resources and tools to ensure you're one step ahead.

PROTECTION WITH A HUMAN TOUCH

The weakest link in network security is typically the user. We understand training your staff is a critical part of providing protection. We can help educate your employees in the spirit of partnership – with respect.

PEACE OF MIND FOR YOU AND YOUR CUSTOMERS

Ultimately, the goal of cybersecurity is to give both you and your customers confidence. You want to know your data is in good hands. We can provide that assurance.

"A recent survey showed that **62% of the businesses** asked already had apps or were in the process of building one."

– Small Business Trends

APP DEVELOPMENT

GETTING YOU TO 100%

It's a common scenario. A piece of software you rely on meets 95% of your needs. Ready to seize the other 5%? We can make that a reality by developing custom solutions that work with your existing tools.

ADDITIONAL BELLS AND WHISTLES

As your business grows, your needs change. However, it's costly and inefficient to swap out software on a regular basis. We can add new functionality as needed, keeping your IT in step with your growth.

MOBILITY ON DEMAND

Mobile apps aren't just a luxury any more. They're a necessary ingredient for any successful business. If your software lacks a mobile option, we can fill the gap. We'll keep you connected on the go.

"More than **90% of companies** that experience at least seven days of data center downtime go out of business within a year."

– Entrepreneur

BACKUP AND BUSINESS CONTINUITY

PLAN B READY

Any kind of disaster is unfortunate. A disaster you aren't prepared for is even worse. We'll make sure you're ready for any contingency with a complete business continuity plan.

MINIMIZE DOWNTIME

Even minor hiccups can be incredibly disruptive. Our goal is to minimize your downtime so you're able to keep doing business no matter the circumstance.

COST-EFFECTIVE ASSURANCE

A surprising number of business owners don't have a business continuity plan for one reason – anticipated cost. We can develop a robust backup and disaster recovery plan for you without breaking the bank.

"Of the companies utilizing marketing automation, **80%** have see an increase in leads and **77%** have seen an increase in conversions."

– Venture Beat

CRM

THE "R" STANDS FOR RELATIONSHIP

Too often, CRMs are seen strictly as a sales tool. They are so much more. Ultimately, the goal is to facilitate relationship. If you're looking for a CRM that can create that kind of connection, we can help.

FORECASTING FOR SUCCESS

Manage leads the right way, allowing you to convert more prospects into customers. Know what's in the sales pipeline at all times and provide your sales people with the tools they need to close deals.

BOOST PRODUCTIVITY

When customer information is consistent across marketing, sales and service teams, it's easier for everyone in your organization to collaborate. Better efficiency means less wasted time and more profitability.

"New research has revealed that when it comes to productivity suites in the cloud, Office 365 is twice as popular as Google's G Suite."

– TechRadar

OFFICE 365 MIGRATION

MAKE THE MOVE WITHOUT DISRUPTION

We know how to do migration. We've helped dozens of businesses go live with Office 365. We'll get you up and running with minimal impact to your day-to-day operations.

LIGHTENING-FAST TRANSITION

Not only is the process painless – it's fast, too. Most of the time we can complete a full migration in as little as seven days. You'll get remote access, cost savings and redundancy without a lengthy wait.

MORE THAN MERE EMAIL

While the benefits of migrating email alone are considerable, there's a whole lot more to the full Office 365 Suite. We can facilitate a full move, allowing you to harness all the power of the business applications you know and use, all from the cloud.

OUR PROCESS FOR CONNECTING WITH YOU

Partnership doesn't just happen. It has to be built.

The best way to create that kind of connection is by intentionally cultivating it. So we've developed a process for getting things started with a new partner. It's all about forging true collaboration.

This is what you can expect from us as we begin to work together.

LEARNING WHAT YOU DO AND HOW YOU DO IT

Before we can make recommendations or implement new tools, we need to get to know you. We'll begin by digging in and learning about your targets, challenges and personnel. Once we have an understanding of how you do business, we can start developing a strategy to make you even more successful.

IDENTIFYING SOLUTIONS THAT MAKE SENSE

It doesn't matter how amazing a tech solution is on paper. What matters is how it works for you. That's why we don't give canned recommendations. Instead, we prefer to analyze each new partner on an individual basis, developing recommendations that are tailored specifically to your business.

THE "SECRET SAUCE" TO NEXT LEVEL BUSINESS

IT is just one part of your business, and we believe in taking a holistic approach. Technology solutions should be cooperative in nature, blending seamlessly with all the other moving parts of your organization, including your people. Our recommendations will always take your entire business into account.

BUILDING A LASTING PARTNERSHIP

We strive to be personable from the moment we initiate contact with a new partner. As we work with you, we want you to feel we're easy to get in touch with and responsive when you have questions or concerns. We'll assign a CCS IT Team Leader to oversee your account, giving you a single point of contact to make the process hassle-free.

KEEPING YOU AHEAD OF THE REST

Technology's not going to stop changing, so neither will we. As better solutions become available, we'll be here, always ready to update your system in the least obtrusive ways. It's our intent to build a long-lasting partnership that meets your needs – upgrades when necessary and unbeatable support the rest of the time.

CCS Te
BRING. IT.

chnology
ON.

Headquarters
3620 Edison Place
Rolling Meadows, IL 60008

Give Us a Call
224.232.5500

Send Us a Email
ccstechnologygroup.com