



**GROWTH MODE
TECHNOLOGIES**



SERVICES

GUIDE



We believe in putting humans back into the equation and we focus on providing technology solutions that make people's work easier.



www.GrowthModeTech.com



6103 E. Molloy Rd.
East Syracuse, NY 13057



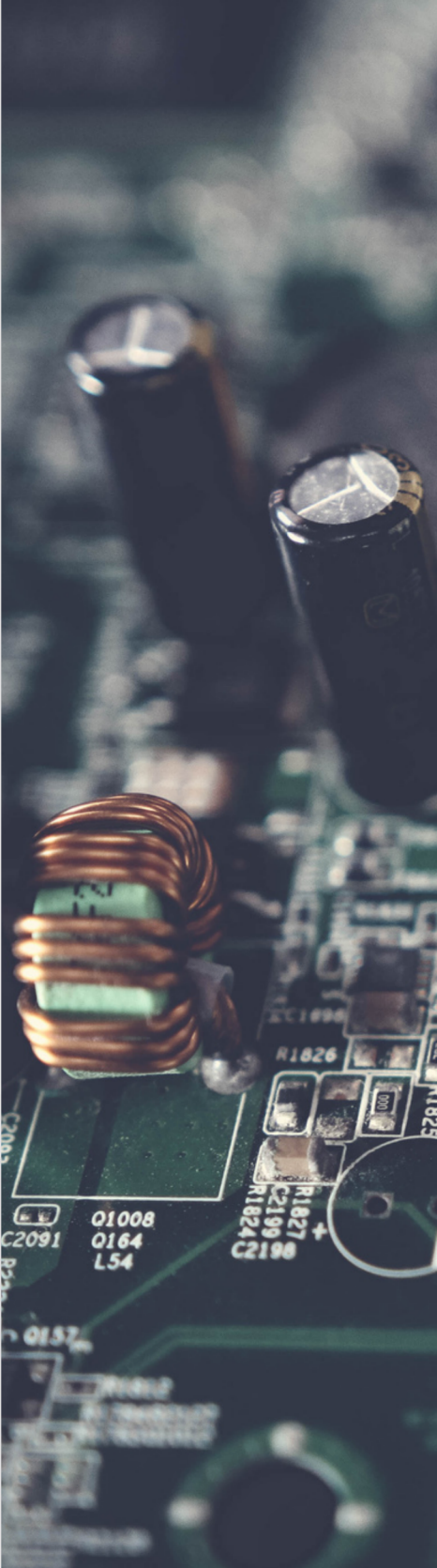
315.333.0999



Sales@GrowthModeTech.com



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Who Are We?

Growth Mode Technologies LLC is a business to business technology company, based in the Syracuse NY area. We offer a variety of technical products and services to businesses, municipalities and organizations of all types.

We believe in putting humans back into the equation and we focus on providing technology solutions that make people's work easier.



Our Mission

It is our goal to provide innovative and cost saving technology services, support and one of a kind solutions to local organizations with a special focus on the people who use it all.



Client Spotlight:



AIDS WALK/RUN



ACR Health is a 130+ Employee Human Services Organization With Locations Serving Multiple Counties in NY State

Services We Provide to ACR Health

Growth Mode Technologies has been able to provide ACR Health with **an entire IT department** and a level of **technical support** they've never had before.

Our team has provided much needed **upgrades, trainings and productivity improvements** that have helped move the organization forward.

By adding the **Communicate. service**, the organization has gained new capabilities and saves thousands of dollars per month vs the cost of their previous phone system solution.

Full IT Department:

- Growth Mode Tech is ACR's IT Department. Utilizing Helpdesk, Onsite Techs and CIO services.

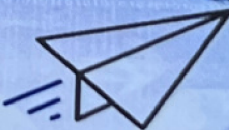
Communications System:

- ACR is utilizes our Communicate. system for better reliability, flexibility and drastic cost savings.

ACR Health has volunteered to be a professional reference for us. Contact information provided upon request.



**GROWTH MODE
TECHNOLOGIES**



Your Company's IT Department

315.333.0999

6103 East Molloy Rd
East Syracuse New York

Growth Mode Technologies exists to provide local businesses, municipalities, and organizations the best that technology has to offer paired with the never-ending support and user training that makes it all run smoothly.



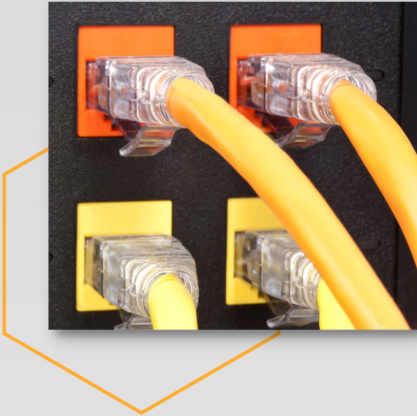
**Enterprise Class
IT Services**



**Business
Communications**



**Business
Productivity &
Training
Programs**



Growth Mode Technologies has the team, skills and tools to take care of your biggest IT projects quickly and for a reasonable price.

All Projects Are Quoted In Advance For A Flat Fee Which Includes Parts, Labor and Anything Else Required To Complete the Job.

What Can We Do?

- NETWORK CABLING INSTALLATION
- INDOOR/OUTDOOR WIFI INSTALLATIONS & UPGRADES
- COMPUTER UPGRADE / REFRESH PROJECTS
- NETWORK HARDWARE UPGRADES
- VIRTUALIZATION PROJECTS
- ON-PREMISE SERVER TO CLOUD MIGRATIONS
- LARGE SCALE SOFTWARE DEPLOYMENTS
- IT STAFFING
- OUTSOURCED HELPDESK
- CUSTOM APP DEVELOPMENT
- WEBSITE HOSTING
- CLOUD SERVER HOSTING



No Per Hour Charges
No Overages
No Unexpected Costs

The Full IT Department Service is Offered for a Flat Monthly Fee That Provides Far More Value Than Internal IT Employees or Other Service Providers.

Growth Mode Tech can become a member of your team and provide a level of technology consultation, service, and support you won't find anywhere else.

Unlimited Tech Support

- Includes on site or remote support during normal business hours
- No Ticket Required - Requests for support can be placed via phone, email, text message or in person
- 24/7 Direct-to-Human Helpdesk with a Dedicated Helpdesk Phone Number Provided
- Full Helpdesk Request and Project Tracking Portal

Chief Information Officer (vCIO)

- Your CIO will attend your management meetings and provide consulting on what technology can or can't do for you at anytime
- Your CIO will act as your main technical point of contact and they will coordinate the rest of the IT team and outside vendors

Full Device & Account Management

- Server Management - Physical, VMware, Cloud
- Windows and Software Update Deployment
- Anti-Virus / Endpoint Device Security Management
- Network Device Monitoring and Reporting
- Fully Managed Google and/or Office 365 Subscriptions
- User Account Management Across All Systems
- Security Camera and Access Control System
- Administration and Support

Regular Standing On-Site Visits

- This is provided in addition to as-needed services which are available at anytime
- Techs Will Make Rounds, Assist Users as Needed
- Perform Scheduled Maintenance

e-Waste Computer Removal

- Free removal of computers, cell phones or other electronics except tube monitors / tvs
- Includes secure data destruction to government standards - Certification of destruction provided

Employee Training

- Free in-person group trainings offered on a quarterly basis
- Classes can be built around topics you request
- Training can be held at your site or in our 20 person computer classroom

Fully Licensed Software Tools

- Uptime Robot - Services Monitoring & Notification Tool
- Remote PC - Secure Remote Access Tool
- Datto SaaS Defense - Anti-Virus For Email & Cloud Data
- Datto SaaS Protection - Backup For Email & Cloud Data

What's Included?

This is NOT a 100% Remote Service

Co-Managed IT Dept.

Already have an IT Provider or Internal Team?

09

Our entire team, with their wide-ranging skillsets & 24/7 availability, can become an extension of your team for less than the cost of a single additional employee.

Our Co-Managed IT Services are Offered for a Flat Monthly Fee

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Device & Account Management

- Firewall, Network Switch, WIFI Monitoring, Updates & Support
- Windows and Software Update Deployment
- Anti-virus/ Endpoint Device Security Management
- Fully Managed Google and/or Office 365 Subscriptions
- User Account Management Across All Systems

Growth Mode Tech can become a member of your team and provide a level of technology consultation, service, and support you won't find anywhere else.

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PTO Coverage

- When your employees get sick or want to take a vacation our team can step up and provide coverage
- Coverage is provide for one employee at a time no additional cost (some restrictions apply)

What's Included?

This is NOT a 100% Remote Service

A Fully Managed Modern Business Communication Suite That Allows Your Organization to Communicate and Collaborate In The Most Convenient Way For Your Team and Your Customers

All Services Accessible From Anywhere via Smartphone or PC App
Employee Training, Configuration Changes and Unlimited Support Always Included
*Optional Traditional Telephones, Conference Phones, Walkie Talkies and Other System Hardware Available



Our System Includes

- PRIVATE, FULLY MANAGED ENTERPRISE CLASS PHONE SYSTEM
- UNLIMITED AUTO ATTENDANTS, HUNT GROUPS, CALL QUEUES
- KEEP YOUR PHONE NUMBERS
- UNLIMITED CALLING (TO THE US, INTERNATIONAL CALLING AVAILABLE)
- UNLIMITED TEXT MESSAGING FOR ALL USERS
- UNLIMITED VIDEO CALLING
- SECURE INTERNAL CHAT AND MEDIA SHARING
- WEBSITE LIVE CHAT AND FACEBOOK MESSENGER INTEGRATION
- 250 PARTICIPANT WEBINARS YOU CAN STREAM TO YOUTUBE LIVE
- FULL INTEGRATION WITH MICROSOFT OFFICE



Plus! Walkie-Connect Our Nationwide Walkie-Talkie Service

- Speak One-to-One or One-to-Many No Matter Where Anyone is Located
- Private, Secure, Encrypted Conversations
- Message Heard Instantly, No Waiting For Someone To Pick Up The Phone
- Provides Optional Location Tracking
- Works via Smartphone App or Traditional Walkie-Talkie Device

A Version Of The Communicate.
Service With **Added Emergency**
Preparedness Features

Includes Everything In Communicate. Plus...

Special Features

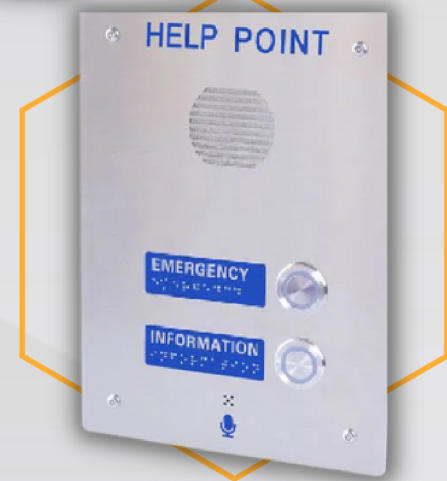
- Ability to Add Silent Alarm or Call For Help Buttons
- PA System Integrations & Automated Announcements
- Emergency Notifications to Your Designated Team
- Listen Live to 911 Calls Being Made
- Emergency SOS Walkie-Talkie Function
- Emergency Location Console
- Direct System Access for Local Police, EMS, Fire
- Integration with Existing 2-Way Radio Systems

Additional System Redundancy and Support

- A Dedicated Cellular Backup For Your Phone System
- A Redundant Phone System Server
- Additional Redundant Phone Carrier
- Unlimited Priority Tech Support
- 24/7 On-Call Techs During Emergency
- Advanced Monitoring

Training, Testing, & Customization

- Annual System Training For All Users
- Monthly Emergency Function Testing
- Everything is Fully Customized to Your Needs & Procedures and Can be Updated at Anytime



LOCAL IT DEPT Walkie Connect.

Included in the Communicate. communications package.
Also offered as a standalone solution.

DELIVER A MESSAGE TO ANY
MEMBER OF YOUR TEAM
SIMULTANEOUSLY WITHOUT
WAITING FOR THEM TO
ANSWER THE PHONE



Nationwide Walkie-Talkie Service:

- Speak One-to-One or One-to-Many No Matter Where Anyone is Located
- Private, Secure, Encrypted Conversations
- Provides Optional Location Tracking
- Integrated Private Text/Media Chat
- Works via Smartphone App or Traditional Walkie-Talkie Device
- Can Connect To Traditional FM Radio Systems

****Employee Training, Configuration Changes and Unlimited Support Always Included****

Bluetooth Walkie Handsets:

Use the walkie app on your phone without even unlocking your phone

App Based Service Access Your Way

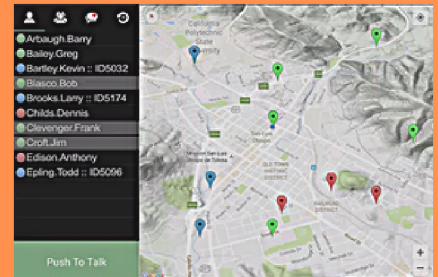
Use the service from your phone or PC or via a dedicated device or by connecting to existing radio systems



PC Dispatch

SEE WHERE YOUR TEAM IS IN REAL TIME.

Dispatch, Communicate, Coordinate all from your computer screen



Vehicle Mount 5G Mobile Radios:

Track and Communicate with your Fleet

Get The Most Out of Your **Microsoft Office** Tools with Growth Mode Tech's **Business Productivity Services**

- ✓ Automate Processes
- ✓ Eliminate Paper
- ✓ Collect Data from the Public
- ✓ Create Electronic Approval Workflows
- ✓ Increase Collaboration
- ✓ Optimize Remote Work
- ✓ Reduce Labor & Energy Costs

We Provide **The Total Package** For a Flat Monthly Fee

1. Perform Needs & Business Process Analysis
2. Build Custom Microsoft Teams Set Up
3. Create Custom Apps, Workflows, and Automations
4. Train Employees on Systems and Processes
5. Provide Unlimited Tech Support
6. Remain On Hand for Tweaks and Changes





Computer Training

Training Topics:

- Microsoft Office 365 Overview
- Outlook
- Word
- Excel
- Teams
- OneNote
- PC Basics
- Google Workspace (apps)
- Technology Orientation for New Employees
- Custom Training Programs Designed for Your Systems and Processes Available

Hands-On, In-Person Computer Classes in East Syracuse NY

Watching videos is a great way to learn but for many, nothing beats a traditional in-person class. Join us for a class in our fully outfitted 20 person computer classroom in East Syracuse, NY. We also offer training at your location for groups.



The best software and systems in the world are meaningless when employees don't know how to use them. At Growth Mode Technologies, we believe training is a key to success.

**Visit Our Website For
the Latest Class
Schedule**

GrowthModeTech.com

The Green Mode Tech Program

THE INITIATIVES

The Green Mode Tech Program initiatives are intended to not only help our planet but also make businesses better.

Each piece has both a positive impact on the environment and a positive impact on your bottom line.



REDUCE PAPER WASTE

Stop printing that email! ... and everything else for that matter. We work with clients everyday to eliminate the need for paper which not only helps save money but makes for much easier remote work or multi-site capabilities.



REDUCE ENERGY CONSUMPTION

By improving business processes with new technology we get automations and other capabilities that allow us to get more done in less time with less resources.

REDUCE E-WASTE

By rebuilding and repurposing unused technology we're able to save companies thousands on new hardware costs and reduce waste going into landfills.



Green: PC'S, LAPTOPS AND OTHER IT HARDWARE

When it's time to add or upgrade your business computers or other IT hardware consider our Green Mode Tech Certified options.

These devices may contain repurposed and/or upgraded components providing all the power and capabilities you need while saving you on the cost and reducing the amount of waste going into landfills.

The best part is that every Green Mode Tech Certified device we sell comes with an 18 month on-site warranty!



SECURE E-WASTE REMOVAL

Getting rid of electronics like old laptops, servers, network devices and cell phones can be tricky. You need to not only get rid of the junk laying around, you need to also be sure that the data on those devices is eliminated completely.

As part of our Green Mode Tech initiatives, we will pick up your E-waste and certify data destruction for little to no cost.



WHEN DO WE PLANT?

In summer 2023, we will announce a planting event where the trees will be planted and our clients will be recognized for their contribution to our state and the environment.

TECHNOLOGY = TREES

We're Planting Trees in NY State!

A PORTION OF THE PROCEEDS FROM EACH INVOICE WILL FUND THE PLANTING OF NEW TREES IN NY STATE.





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TECHNOLOGIES**



Scan me!

Contact Us!



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EAST SYRACUSE, NY 13057**

