



 **UTEF**



UTEC

UTEC is a locally owned Managed Technology Service Provider (MTSP), committed to delivering innovative and cutting-edge solutions in Michigan since 1975. Office technology has undoubtedly changed since then, but our method of bringing value to our clients has not.

Our focus has always been on providing technology that makes our customers more productive and efficient in the office. Today, as a full-service MTSP, we offer a wide array of office products and services to help you leverage technology to achieve your critical business goals.

From IT Managed Services, Cyber Security, Unified Communications to Disaster Recovery, and much more, UTEC is committed to providing quality services to our clients with honest communication that you'd be hard-pressed to find elsewhere. While we get excited about new technology, we think the key to our success is old-fashioned customer service. Our customer service is friendly, responsive, and efficient. We stand behind our work with some of the best guarantees in the business. To learn more about our products, services, and support, please call UTEC at 734-434-5900 or visit www.UTECIT.com.



Since 1975

We are PROVEN

Almost 50 years of
experience in the
technology industry

"UTEC is a great partner for delivering a variety of technology solutions. They have increased our print security through easy-to-use, integrated card readers and software. Their products and services have increased overall efficiencies across all departments. Lake Trust Credit Union looks forward to continuing our partnership with UTEC."

--Steve Oyler
Lake Trust Credit Union



Document Solutions

Our document automation and management solutions can transform the way your critical information is captured, shared, processed, and stored in your organization. These solutions provide many advantages over traditional paper-based processes.

- Increase the speed and accuracy of information as it moves through your organization
- Increase accountability and visibility in your document process and workflow
- Speed up approval processes for accounts payable
- Save time and tedious manual keying with automatic capture, index, and document routing
- Provide a central document repository where people have secure access to information
- Improve remote worker's access to information without compromising security
- Provide document audit trails for compliance purposes

UTEC can help you design and implement a document system that is affordable and effective. Our specialist will support you before, during and after the sale.

Whether it's Doc Record, Square 9 or one of our other award-winning solutions like Papercut or E-GoldFax, our document solutions are designed to help you **Do Business Better.**

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“Advancing in technology with UTEC has allowed our office to function better than ever. They're helpful, timely, and consistent with service and follow-up. Our office is fully optimized, thanks to UTEC.”

--Sean Duval
Golden Limousine International

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Cloud Services

With the growing complexity of the cloud, increased need, and remote workers, UTEC can help simplify and provide cloud services to your business. All can be easily packaged with our cybersecurity suite of services to give you the best possible and most secure cloud experience.





Managed IT Services

UTEC managed IT services provide an end-to-end approach to your valuable IT assets including your employees. The platform is designed to deliver proactive problem resolution with a strong focus on cybersecurity. An assigned vCIO will help align our offering to your business practices including quarterly and annual strategic meetings. Our primary product offerings in this space include:

CYBERSECURITY

Endpoint Detection & Response (EDR) solution provides monitoring for cybersecurity issues. Backed by a 24x7 Security Operations Center (SOC) to remediate any potential threats before they cause damage. DNS based filtering to protect from malicious websites and provide policy-based web filtering. Dark web scanning gives you notice on any breached employee credentials and security awareness training for employees. Antivirus, antimalware, and anti-ransomware protection to keep you protected from all known threats.

CLOUD IT (AZURE)

UTEC can provide all Azure product offerings and assign you a team of engineers to get your business up and functioning in a fully hosted cloud environment. This can include everything from Office 365 Suite, Virtual Servers to Windows Virtual Desktop and everything in between.

NETWORK OPERATIONS CENTER

Network Operations Center (NOC) engineers monitor and remediate alerting for all infrastructure components on a 24x7 basis. Engineers will proactively correct server and infrastructure related issues before they cause downtime including but not limited to backup failure remediation.

REMOTE MONITORING & MANAGEMENT

Provides tested and approved Microsoft, Apple and third-party application patching (updates.) Proactive antivirus, anti-malware & anti-ransomware management. Off-hour's maintenance. Configurable executive reporting to keep you informed about the performance of your infrastructure.

BACKUP & DISASTER RECOVERY

Backup critical business systems to provide business continuity. File level and email level restores available for on premise systems and cloud systems including Office 365. Full cloud replication and near instant on-site recovery by means of a virtual appliance in the event of a disaster.

HARDWARE SERVICES

No longer do you have to worry about upfront costs, support renewals and licensing requirements. Infrastructure components such as firewalls, switches and wireless access points can be provided as a service.



Telecommunication Services

Your telephone system is the first impression callers have of your business. If the phones are not working properly, sales stop and customer service grinds to a halt!

UTEC's telecom solutions enable you to deliver a professional first impression to your clients!

EVALUATION AND BUDGET CONSIDERATIONS

Performing a comprehensive assessment of your current communications needs and expenses is essential to determining a telecommunications solution optimized to meet your needs in an effective and economical manner. UTEC considers account service requirements, existing resources, future needs as well as any special functionality to develop each client's specific solution.

Today's technology will in many cases reduce your monthly recurring costs. These savings are often the result of:

- Voice-over-IP (VoIP) and Session Initiated Protocol (SIP) technology. These technologies combine the voice and data connections to reduce costs.
- Cloud hosting services reduce the initial cost of hardware as well as provide a savings in installation costs.

APPLICATIONS AND FUNCTIONALITY

UTEC offer a variety of applications designed to operate seamlessly to provide the user with tools to effectively communicate and collaborate with colleagues, vendors, and customers:

- On-Premise and Hosted Solutions
- Tele-worker/Remote Worker Capability
- Automated Call Processing
- Call Recording and Management Software
- Presence Management
- Multi-Site Communication Integration
- Audio, Web and Videoconferencing
- Call Center Management
- Public Address Paging
- Unified Messaging
- Financial Value

“We have had a long relationship with UTEC and appreciate the integrity, skill and heart that they bring to every experience. The reliable technologies that they provide us helps us to do the day-to-day work of creating the Zingerman's experience.”

-- Elph Morgan
Zingerman's



AV Solutions

At UTEC, we help create business and corporate solutions that deliver quality video and audio experiences for all types of applications including.

- Meeting Rooms
- Executive Conference Rooms
- Huddle Rooms
- Video Conference Rooms
- Training Rooms
- BYOD Wired/Wireless Rooms
- Multi-Site Conference Rooms
- Small Conference Rooms
- Home Offices



Our experts are here to help guide you to the right solution. Your boardroom or conference room needs to have high-quality audio, video and more including full control of your meeting room devices from a single touch pad. We have a wide range of audio/visual solutions which include multiple monitors, projector and screen, power lifts to hide or reveal equipment, web conferencing and integrated audio, video.

We help create an environment that guarantees you and your team are not spending time making technology work.

We make technology work for you.



National Services

The world is truly becoming a smaller place. Multi-site and multi-state organizations are becoming a more common reality. If you find yourself in this situation, know that UTEC will support you and deliver our full range of services to almost anywhere in the United States. Support every office like it is your “main” office, by giving your staff the tools and support resources necessary to maximize their contribution to your bottom line.

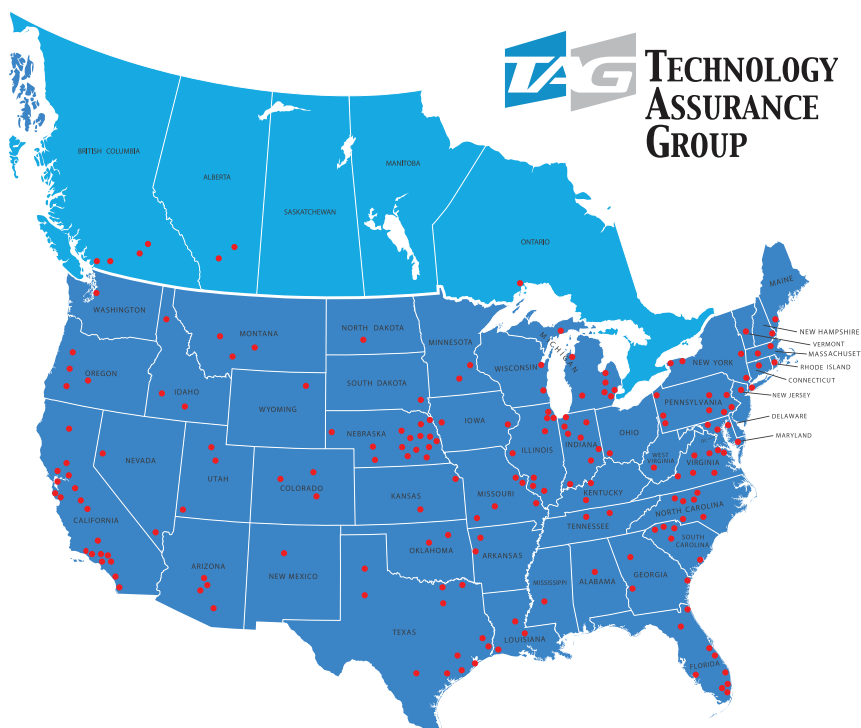
WHEREVER YOU NEED US

Through our membership with Technology Assurance Group (TAG), an association of managed technology services providers (MTSPs) serving more than 130 marketplaces across the United States and Canada, UTEC truly has the ability to deliver a national support solution.

As a premier member of TAG, UTEC is now positioned as the leader in managed technology services, providing advanced solutions to the marketplace. To become a TAG Member, we met rigorous annual qualifications through required company and employee training programs. This unique relationship enables us to adopt cutting edge best business practices, deliver innovative programs, and partner with elite technology manufacturers and application service providers. As a result of this exclusive membership, UTEC is the most competitive company in the industry. We have a greater capacity to increase our customers’ profitability, enhance employee productivity, and provide sustainable competitive advantages. To learn more about TAG, please visit www.tagnational.com.

WHENEVER YOU NEED US

UTEC will be there when you need us. Whether it is an implementation we’re planning together weeks or months in advance, or an emergency service ticket in the most remote part of the United States, you can count on us to honor our commitments. We even give you the ability to monitor the status of each project or service request via our web-based Client Portal, where you can enter, track, and review the status of service tickets at any point in time.





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