

Xpert **Technologies**

**Technology
Simplified**

www.xxpert.com

Xpert Technologies is a leading IT and cybersecurity firm. For more information about who we are and what we do visit www.xxpert.com

It is a **Privilege**

Selecting a cybersecurity or IT partner is a big decision. We know that. You are putting the day to day experience of your employees into the hands of another company. We recognize this as the privilege that it is. That's why we offer a 60-day guarantee and no long-term contracts. We know you will be happy so we guarantee it.

When you hire us as your cybersecurity or IT partner your employees will be supported by some of the brightest engineers but also some of the most caring humans. Should you select us to be your technology partner, we look forward to giving your employees the gift of exceptional support.

Will Smith
CEO



About Us

***"They are everything I have wanted in a
technology firm"***

-CEO, Michigan-based wealth management firm

When you travel, you have a number of hotels to choose from. Each hotel caters to a different guest with amenities and service to match. As much variety as there is in hotel quality, there is among technology firms. We have clients in every industry in every region of the country. The common thread across all of them is their need for exceptional service. If you demand only the highest level of service, we look forward to serving you and your employees.

Vision & Values

If there's one thing you should know about us and what you can expect, it's that Xpert **CARES**

■ Compassion

Whatever the situation, we will always put the person before the issue

■ Academic

We invest the time to stay on the frontier of technology. We promise to remain students so our clients have the very latest knowledge

■ Radical

We aim to be radical in our thinking. Radical in our solutions. Radical in how we care for our clients. We guarantee we are not like the others.

■ Efficient

Fixing things is part of what we do. But along the way we're always making our clients more efficient by seeking the absolute best solution to a problem.

■ Simple

We standardize where we can and are relentless in keeping things simple. Technology is complex but as a client it will never feel that way



How we're Different



True Problem Solvers

We love what we do and what we do is solve problems. We prefer to solve them in the background before they even happen. But, we love being the hero for our clients too



Culture of Kindness

It's hard to fake caring, and that's why we stand out. We genuinely care about our clients. Hiring us means hiring a group of people who will care for your employees the same way you do



Industry-leading Response Time

Regardless of how you contact us, you'll get a response in 36 seconds or less. Resolving issues quickly is how we fuel growth for our clients



Real 24/7 Support

When you call in the middle of the night, it's always an Xpert employee. It will be someone you know by name and always someone in the USA



Professional Onboarding

We know no one likes change and switching is scary but we've got this. It's what we do and we've done it over and over. Once you've given us the privilege of being your new IT partner we'll handle everything leading up to Day 1



No long-term Contracts

Our clients stay with us because they want to, not because they have to. Give us a try, we're pretty sure you'll feel the same

Technology Services

- ✓ Unlimited on-site support
- ✓ Unlimited remote support
- ✓ Network administration
- ✓ Network operations center
- ✓ Remote monitoring
- ✓ Patching & compliance
- ✓ License management
- ✓ Asset management
- ✓ Warranty management
- ✓ Hourly backups & consolidation
- ✓ Cloud Hosting
- ✓ CIO advisory
- ✓ Acquisition due diligence
- ✓ New location planning
- ✓ Employee onboarding
- ✓ Fiber internet installation
- ✓ VoIP phone service



Cybersecurity Services

	ADVANCED	COMPLETE
24/7/365 threat detection	✓	✓
3rd party multi-factor authentication	✓	✓
AI-based email security	✓	✓
Suspicious email quarantine	✓	✓
Email link and attachment inspection	✓	✓
Phishing simulations	✓	✓
Employee cybersecurity training	✓	✓
Dark web monitoring	✓	✓
Continuous vulnerability scanning		✓
Security Incident & Event Management (SIEM)		✓
Security Operations Center		✓



Frequently asked Questions



Is your service good?

36

The number of seconds you can expect a phonecall after requesting support

Will we be talking to the same people?

6.2

The number of years our engineers have been Xpert engineers.

Have your clients ever been breached as a client?

0

Our clients are attacked daily, but never successfully. This is the number of times our clients have been breached in over 20 years

Seriously, is your service good?

99.9

The score our current clients gave us, based on 1,138 responses in 2022

Get in touch



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www.xxpert.com