

mindSHIFT is a leading technology services provider which makes IT work for small and mid-sized organizations.

Operations

Today the company has operations in Boston, New York, Philadelphia and Washington, D.C. and manages over 60,000 desktops for professional workers in small and mid-sized organizations. A team of 375 employees supports more than 6,000 organizations, including a large customer base of associations, nonprofits and such professional services firms as law firms.

- Founded in 1999
- SAS 70 Type II certification
- Accredited member of the MSPAlliance
- 24x7x365 monitoring and proactive management of all customer devices
- More than 150 years of industry experience in the 24x7x365 Help Desk

Services

Managed Services

- Email
- Security
- Network
- Servers and PCs
- Software
- Off-site data backups
- Help Desk
- Remote access

Hosted Exchange, SharePoint and CRM

Managed VoIP

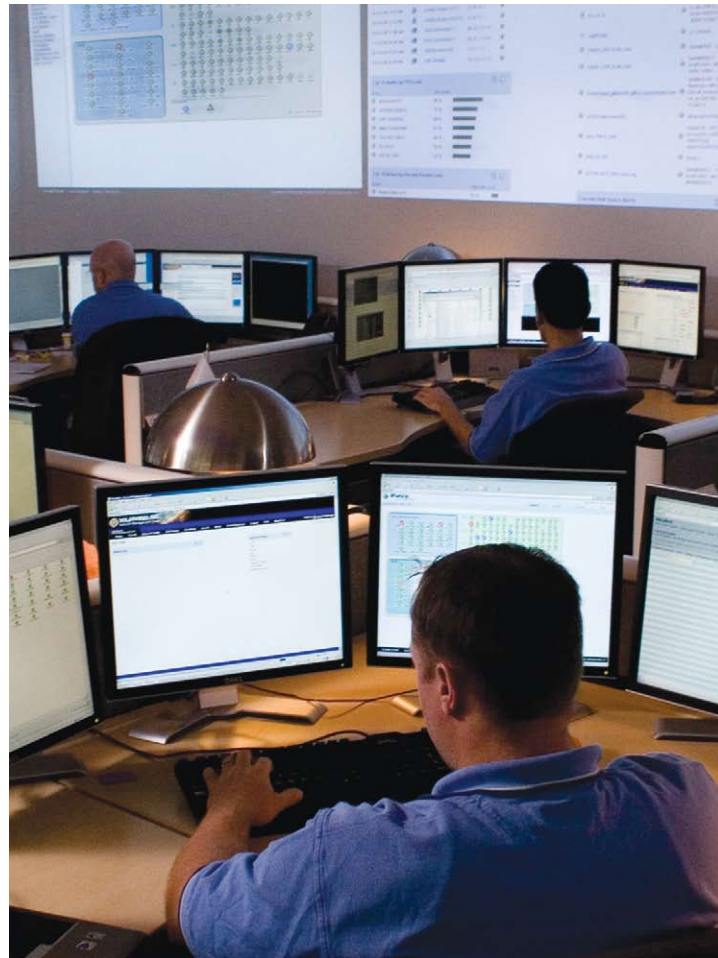
Software-as-a-Service (SaaS)

e-Business Applications

Managed Hosting

Archiving and Compliance

Professional Services



mindSHIFT Network Operations Center

Customers

The customer base consists of over 6,000 small and mid-sized organizations, supporting over 60,000 desktops. Some key customers are the following:

- The Boston Foundation
- Boy Scouts of America
- Burns & Levinson LLP
- Columbia Capital
- Herrick, Feinstein LLP
- Hibernia SouthCoast Capital, Inc.
- Johnson Lambert & Co. LLP
- National Association of College and University Business Officers (NACUBO)
- Pharmaceutical Research and Manufacturers of America (PhRMA)
- Rutherford, Inc.

www.mindSHIFT.com

877-227-5054

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mindSHIFT Customer Care Center

Partners

The company has extensive relationships with the key vendors of IT hardware and software, including Cisco, Dell, HP, Microsoft and Symantec.

Customer Benefits

Risk Reduction. Maximum stability, reliability and security.

Strategic Focus. The freedom to focus on your core business.

Technology Peace of Mind. Worry-free IT.

Management and Ownership

The company's principal owners are three Tier 1 venture capital firms – Columbia Capital, based in Alexandria, VA; Fidelity Ventures, in Boston, MA; and Telecommunications Development Fund (TDF), in Washington, D.C.

The company is under the leadership of experienced executives with proven track records of performance:

- The Chairman and CEO is Paul Chisholm, who developed COLT Telecom Group Limited from its inception to a public company with revenues over \$1 billion and operations in 12 countries and 32 cities.
- The CFO, Larry Ingeneri, is an experienced financial executive with both Wall Street and public company experience.
- Mona Abutaleb, the COO, has more than 20 years' experience with Discovery Communications and MCI.

We make IT work for your business.®

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B O S T O N

N E W Y O R K

P H I L A D E L P H I A

W A S H I N G T O N D C