



northstar

TECHNOLOGY GROUP

Proven excellence. NorthStar.

CORPORATE PROFILE

The NorthStar Technology Group Advantage

NorthStar Technology Group provides peace of mind by supporting, managing and planning information technology (IT) infrastructures to help clients maximize their IT budgets and minimize system downtime. As a leading technology consultant and relationship-focused managed service provider, NorthStar leverages its extensive industry experience as well as its proven partnerships with technology's top leaders to offer trusted and innovative solutions. No matter how simple or complex clients' IT needs, NorthStar leads them to optimal results.

The company's expertise and services address the three primary functional areas of IT: technical support, network/application management and operations, and strategic planning. Additionally, NorthStar provides project-based work (including network security vulnerability testing and wireless installations), off-site backup and storage, hosting and e-mail virus/spam filtering. Because of its strategic partnerships with Cisco, Citrix, Dell, Hewlett-Packard and Microsoft, as well as additional open source technologies, NorthStar can equip its clients with superior products and applications.

NorthStar helps clients large and small ease their IT burdens so that they can focus on what they do best: running their business. The company serves a variety of clients including those in the healthcare, education, government and private sector industries.

The NorthStar Technology Difference

Many companies provide technology management. What sets NorthStar apart is how those services are provided through:

- **Valued Relationships:** NorthStar believes that relationships are everything and cultivates deep relationships with its clients.
- **An Innovative Business Model:** NorthStar approaches technology management at the people level. Regardless of a client's size, NorthStar enhances and augments any IT infrastructure by becoming a natural extension of and complement to existing departments.
- **Shared Knowledge:** NorthStar believes that an educated and informed client can adapt more easily to constant technological changes and improvements.
- **Empowered Employees:** NorthStar team members are empowered to do whatever it takes to resolve client issues. The bottom line is that clients come first.
- **Exceptional Customer Service:** NorthStar takes client satisfaction extremely seriously and dedicates internal initiatives toward the goal of consistently exceeding clients' expectations.
- **Knowledgeable Staff:** NorthStar team members hold top industry certifications from Microsoft, Cisco and Citrix.

"For nearly a decade, our approach to managed services has differed from most of the industry in that we provide relationship-focused managed services based on a mutual commitment to excellence. While many service providers have only recently adopted the concept of managed services to protect customers' technology investments, NorthStar Technology Group has a proven track record of helping customers keep more of what they earn through well-informed technology planning, implementation and maintenance."

– Ken Satkunam, President and CEO,
NorthStar Technology Group

Top Industry Partnerships

Because of its strong relationships with Cisco, Citrix, Dell, Hewlett-Packard and Microsoft, NorthStar can provide innovative and practical solutions and applications to its clients. When partnering with NorthStar, clients can count on tremendous industry knowledge, valuable experience and exceptional service and support.

About the Company

NorthStar Technology Group was founded in January 2000 on the principle of delivering on two passions: a passion for customers and a passion for technology. To that end, the NorthStar team guides customers to the technologies that meet their needs today and tomorrow, providing complete IT solutions for organizations of all sizes.

NorthStar's Mission Statement

To build upon our cornerstones of "Passion for the Customer" and "Passion for Technology" through exceptional customer service and technical expertise to relentlessly improve ourselves and the environments we support.

NorthStar Technology Business Essentials

NorthStar provides clients with seamless and efficient integration of their technical support, network/application management and operations, and strategic planning functions. NorthStar's solutions are based on Information Technology Infrastructure Library (ITIL) concepts and techniques and are part of NorthStar's custom program offering that consists of the following components:

Managed Support

NorthStar's on-site or remote technical support helps clients keep business operations running smoothly by:

- **Technical Support:** Providing a single point of contact for technical support; help is only an e-mail or phone call away
- **Crisis Management:** Offering on-demand support and 24x7 crisis management; problems are resolved as quickly as possible
- **Networking:** Assisting clients regardless of their location by utilizing a nationwide community of service and technology providers; clients are freed from the challenges and risks of managing multiple sites and/or providers

Managed Operations

With innovative implementation and management services from NorthStar, clients increase security, stability and performance and get more from their technology dollars through:

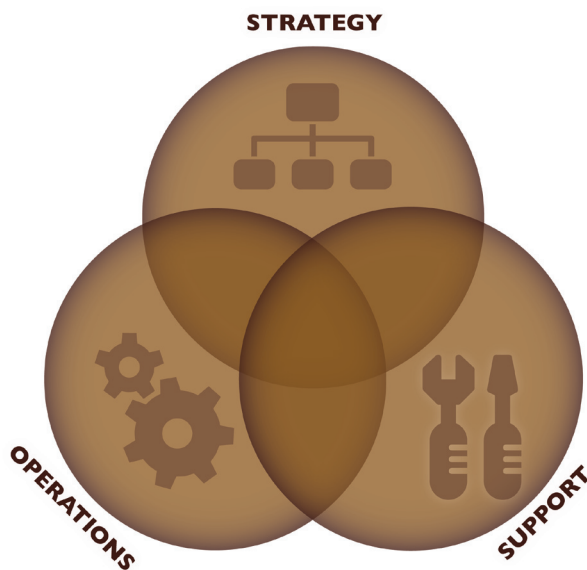
- **Network System Design/Implementation:** Building new network systems or re-designing existing systems
- **Network Infrastructure Management/Maintenance:** Knowing that IT departments are not "one size fits all" and understanding and respecting the specific needs and intricacies of each client's system
- **Proactive Monitoring 24x7:** Identifying and fixing possible problems before they have the opportunity to become real problems
- **Security and Disaster Recovery Services:** Assuring clients that their data is safe should the improbable happen

Managed Strategy

NorthStar helps clients reach their business goals through technology leadership, planning and direction:

- **Direction:** Finding the right technology to completely meet clients' needs today and into the future
- **Planning:** Helping clients retain more of their earnings through well-informed planning
- **Leadership:** Ensuring that high-level strategic plans become technology realities

Business Essentials: Integrated Processes



NorthStar offers seamless integration of clients' technology strategy, operations and/or support. Each component is interdependent upon the others regardless of whether the client or NorthStar manages its execution. By partnering with Northstar, clients ensure that all their technology needs are met with solutions that are customized for their organization's specific requirements and delivered with meticulous attention to detail.

From developing a technology strategy to managing operations to maintaining support – and everything in-between – NorthStar provides peace of mind through proven IT experience and expertise.



6045 14th Street South
Fargo, ND 58104

info@northstar-tg.com
www.northstar-tg.com

toll free: 866.337.9096

phone: 701.237.9096
fax: 866.827.6218

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