



HELPING BUSINESSES
ACHIEVE SUCCESS THROUGH IT SERVICES

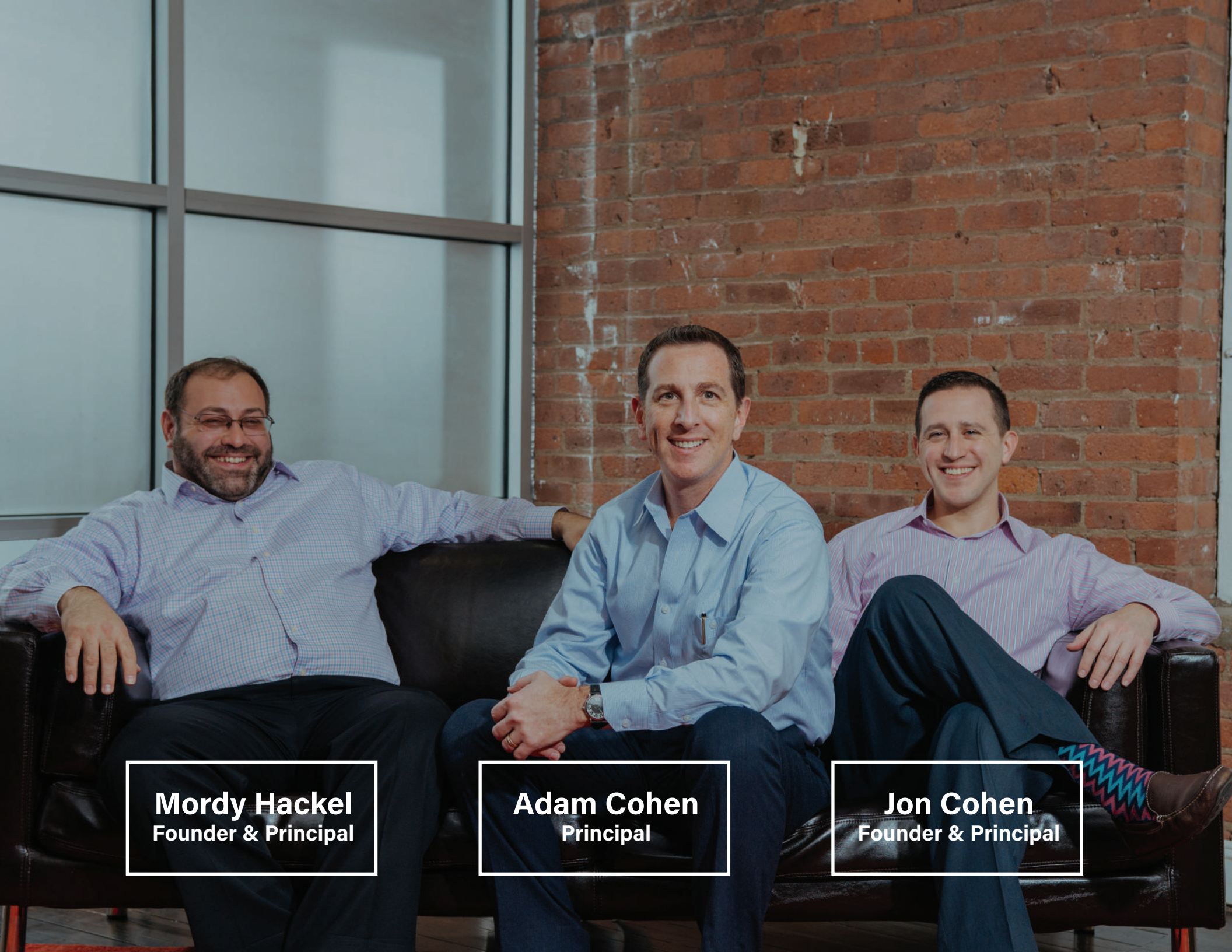


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Mordy Hackel
Founder & Principal

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COMPANY

MAKING YOUR BUSINESS OUR PRIORITY

KJ Technology is dedicated to bringing you personalized, comprehensive technology services that enable you to devote your energies exclusively to achieving your business goals. As your dedicated business technology consultants, we make it a priority to understand and cater to your unique goals and needs.

Since 1998, KJ clients continue to cite trust and unparalleled expertise as the primary reasons why they do business with us. We are committed to building a lasting, strategic partnership and earning your trust by being reliable, knowledgeable, transparent and accountable.



CORE VALUES

WE LEAD BY EXAMPLE



TRANSPARENCY & CANDOR

We are Authentic. We speak the truth – even when it's uncomfortable. Forthright and straightforward, we ensure our intentions are always clear and upfront. We hold ourselves accountable. We don't hide behind fancy jargon or technospeak. We take complex concepts and turn it into plain English that everyone can understand. When we say we're strategic business partners, we mean it. We seek to create value. Trust isn't requested or expected, rather it is earned by doing the right thing even when no one is watching and even if there is no reward. With this approach we help our clients build better businesses and create better outcomes.

DRIVEN

We each share a relentless pursuit for achievement. Through our passion, we take initiative to go above and beyond every day, taking action with a sense of purpose and intent. In seeking out to make a positive impact, each move we make is fueled by the drive to be a positive influence on the world around us. To be the champions that lead the way and set an example. KJ Champions are made when no one is watching.

CLIENT ADVOCATE

Being “of service” is at the heart of who we are. Serving others means caring more about them as people first and as clients second. We are present, available, attentive and aim to see the world from our client's eyes. We possess a deeply embedded sense of purpose to seek, hear, explore, and understand customer feedback. Our eyes, ears, hearts, and minds are open. This helps us to be better partners and advocates for our clients. In all encounters we seek to add value for our clients, to advocate on their behalf with technology vendors and to be tenacious in problem solving.

CONTINUOUS IMPROVEMENT

Angels are perfect, people are meant to strive. Unafraid to challenge the status quo - we aim to get a little better today, as we did yesterday, and we'll do it again tomorrow. The core of this principle is an inherent passion to learn, grow and innovate. We study our craft, listen to our team, and collaborate with our clients to enhance execution. Open-minded, all ideas are respected, all angles considered. We drive to continue moving the needle and deliver better outcomes for our clients.



IDEAL CLIENT

BUILT ON LASTING RELATIONSHIPS

“A customer is the most important visitor on our premises, he is not dependent on us. We are dependent on him. He is not an interruption in our work. He is the purpose of it. He is not an outsider in our business. He is part of it. We are not doing him a favor by serving him. He is doing us a favor by giving us an opportunity to do so.”

— Mahatma Gandhi

We're more than just your IT support team; we're your partners in business. Our goal is to provide vision and strategic direction for your technology investments as you grow your business. We achieve this through cultivating relationships that stand the test of time.

We're looking to build long-term relationships with clients who are collaborative, engaged and value-oriented.

YOU'LL ENJOY WORKING WITH US IF:

- **You're a small to mid-size professional services firm located in the Metro NY area**
- **Data security, redundancy and compliance are important to you**
- **You're seeking an IT partner to help you strategically maximize your network investments**
- **You want to be empowered by technology to drive strong business outcomes**

SERVICES

LEVERAGE YOUR IT TO THE FULLEST

"Do what you do so well that they will want to see it again and bring their friends."

— Walt Disney

HIGH-LEVEL IT PLANNING

CYBERSECURITY

BUSINESS CONTINUITY

CLOUD SOLUTIONS

COMPLIANCE

PROACTIVE SERVICES

CO-MANAGED IT

24/7 HELPDESK

EDUCATION & TRAINING



HIGH-LEVEL IT PLANNING

Aligning technology with your vision of success.

*"Nobody ever wrote down a plan to be broke, fat, lazy, or stupid.
Those things are what happen when you don't have a plan."*

— Larry Winget

Understanding Your Business Outcomes

Let's have a conversation about where you want your business to go. Tell us what your vision of success looks like, and we'll create a strategic IT plan to help you realize your goals.

Your Success is Our Success

We track and measure everything we do to ensure your success. By keeping your organization productive, secure and supported with the right technology, we help you uncover more opportunities for innovation.

A True Partnership

We believe in cultivating long-term partnerships with our clients, and we continuously find new ways to add value to your business. With our consultative and actionable expertise, you'll be better equipped to meet your objectives.



CYBERSECURITY

Proactive security against malware and hackers.

*“We can’t solve problems by using the same kind
of thinking we used when we created them.”*

— Albert Einstein

A Comprehensive Solution

Our cybersecurity solutions protect your company's sensitive data from a wide range of issues – from viruses and malware to phishing, ransomware, targeted attacks and more.

24/7/365 Monitoring

When your IT environment is monitored around-the-clock by our security professionals, security issues are spotted instantly – preventing disruption to your workforce.

Uphold a Strong Reputation

When your business is effectively protected against all the latest cyber threats, you can inspire greater trust and confidence in your customers and investors.



BUSINESS CONTINUITY

Keep your business running against all odds.

*"The key is not the 'will to win'...everybody has that.
It is the will to prepare to win that is important."*

— Bobby Knight

Automatic Cloud Backups

With seamless, automatic and continuous replication to the cloud, you no longer have to worry about an unexpected outage or cyber attack compromising your work.

Disaster Recovery Planning & Testing

In the aftermath of a catastrophic event, do you have documented steps in place to resume your operations? We invest our time in planning and testing a custom disaster recovery plan, so you can stay up-and-running with ease.

Resume Business as Usual

We work with your internal security management team to proactively address vulnerabilities. That way, internet outages, hackers, and natural disasters won't stand a chance in disrupting your business.



CLOUD SOLUTIONS

Accessibility at your fingertips.

"You've got to start with the customer experience and work back toward the technology - not the other way around."

— Steve Jobs

Work Anywhere

With your business documents and data stored securely in the cloud, you can access the workplace anytime, anywhere. With greater flexibility, the opportunities are limitless.

Increased Mobility & Savings

Today's workforce demands 24/7 accessibility from any connected device. By moving your infrastructure to the cloud, employees can access the same documents from their computers, smartphones, tablets and more – all while maximizing valuable NYC real estate.

Collaboration

The cloud serves as a shared pool of resources that enables team members to collectively innovate and collaborate with each other in real-time. All you need is an internet connection.



COMPLIANCE

A comprehensive compliance program suited to your firm.

“Everything yields to diligence.”

— Thomas Jefferson

Reduce Risk & Liability

Take the guesswork out of compliance. We'll perform a risk assessment to ensure your organization complies with the latest regulations and policies specific to your industry, including SEC, FINRA and NYS DFS.

Information Security Policies

When it comes to regulatory compliance, one size does not fit all. With our consultative guidance and expertise on evolving information security policies, small companies have the resources of a larger company without the big expense.

Incident Response Procedures

Documentation is key to effective incident response and reporting. That's why we develop, document and test extensive procedures through phishing testing, DNS filtering, intrusion prevention, encryption and more.



PROACTIVE SERVICES

Resolving issues before they become problems.

"Quality means doing it right when no one is looking."

— Henry Ford

Alignment

Best Practice Alignment Visits

We conduct monthly routine visits to ensure your business and IT infrastructure align with our best practices. After assessing over 250 areas of inspection we ensure optimal performance and give you a score based on where you stand.

Virtual

Virtual CIO

Our virtual CIO services focus on formulating strategic IT objectives and providing in-depth market knowledge to keep your business innovative and forward-thinking.

Support

True Proactive Support

We detect and resolve issues before they become problems that disrupt your business. With true proactive support, you can stay focused and maintain productivity across all areas of your business.



CO-MANAGED IT

The hybrid approach to managed services.

"We see our customers as invited guests to a party, and we are the hosts. It's our job every day to make every important aspect of the customer experience a little bit better."

— Jeff Bezos

Expertise to In-House Staff

We work with your in-house IT staff as partners rather than replacements, lending our unbiased expertise in strategy and planning to help carry out your vision.

IT Project Services

From cloud migrations and network audits to IT rollouts and more – we provide our project services to help your internal team free up time and focus on more high-level, strategic initiatives.

Ongoing Proactive Support

With our co-managed approach, support is available 24/7 – even when your in-house staff is out of the office. This enhanced level of responsiveness can increase productivity and efficiency.



24/7 HELPDESK

Enjoy a worry-free worklife.

"...open communication, in tandem with quickly fixing the problem, is the only way to build and retain trust."

— Marc Benioff

Easy

Easy Accessibility

Simply call or submit a service request via email and your ticket is easily facilitated and tracked. No matter where you are, we provide fast problem resolution to keep you on schedule.

Processes

Streamlined Processes

Our online helpdesk eliminates the gap between your problem and our resolution. It also gives you streamlined access to everything you need right from your PC – no calling necessary.

Improvement

Constant Improvement

We're always finding new and innovative ways to reduce the volume of helpdesk tickets by getting to the root cause of the problem and analyzing patterns to prevent the same issues from happening again.



TRAINING & EDUCATION

Stay up-to-date on best practices, industry changes and more.

“Life’s most persistent and urgent question is - ‘What are you doing for others?’”

— Dr. Martin Luther King, Jr.

Easy

Personal Touch

We take the time to make personal visits to our client sites to educate and train employees on new technology solutions, trends, and changing industry regulations to keep their skills and knowledge up-to-date.

Processes

Cybersecurity Training

If your firm handles sensitive data, then cybersecurity training is key. We conduct company-wide interactive training sessions on topics such as wired fraud, password best practices, social media security, and much more.

Improvement

We're Here For You

We make unlimited site visits as needed, so you can work with greater confidence and much-needed peace of mind in knowing we're here to guide you during every step of our engagement.



PROCESS

WE'LL GO ABOVE
AND BEYOND FOR YOU



1

INITIAL CALL 10 MINUTES

Once you submit your initial inquiry, we will soon be in touch with you to get things rolling. 10 minutes is all we need to get that spark going.



2

YOUR 1ST IMPACT MEETING 60 MINUTES

During this discussion, we simply want to get to know you. We want to learn about the passion behind your business and what makes yours so unique. We work to fully understand your organization and environment, along with your personal and business goals, so we have a solid base to build on as we design tailored and effective solutions for you and your business.



3

YOUR CUSTOM BLUEPRINT

Following the initial meeting, we work to discover more about your company by carefully investigating your network and infrastructure. This allows us to learn more about how you use your technology and to identify both opportunities and deficiencies. After we have a clear understanding, we develop your custom IT blueprint as an initial plan for implementation and ongoing support.



4

COMMITMENT AND FORMAL PROPOSAL PREPARATION

If you believe the strategic direction of your IT blueprint provides value and meets your specific needs, we'll prepare your formal proposal.



5

YOUR 2ND IMPACT MEETING

During this meeting, your proposal will be delivered and reviewed in person. Any required adjustments will be made and we'll then send you an electronic version for your approval. During this time, we also want you to ask any questions you may have, so we can properly set your expectations. No one likes surprises!



6

ONBOARDING THE FUTURE OF YOUR BUSINESS

KJ's project team will contact you at this point for introductions as we begin to map out the implementation. The kickoff meeting/call will be scheduled, and the project team will constantly be in contact with you as we prepare for your successful on-boarding.

The background of the image shows two men in a professional setting. On the left, a man is out of focus, looking towards the right. On the right, a man with short brown hair, wearing a light blue button-down shirt, is in focus, looking off-camera to the right. The text is overlaid on the left side of the image.

TESTIMONIALS

WHAT OUR CLIENTS HAVE TO SAY ABOUT US



"KJ's approach is unique as they're able to proactively address all our current technology needs while anticipating our future technology needs. KJ provides our leadership team with all the tools, support and guidance we need to succeed in our ever-changing industry."

FINANCIAL TECHNOLOGY FIRM

VP of Finance – Client since 2013



"The technician was quick to identify the issue and resolve same, while maintaining a pleasant disposition. Life is stressful enough, all hiccups should be resolved in this manner ASAP. Thank you for your continued assistance with our technology."

HEDGE FUND

Controller – Client since 2015



"Thanks to the remote-access solution our systems are never down. We can continue to operate even if our building suffers a power shortage, and we can work from the road just as if we were at our desks. The VDI puts the whole business on our home computers or our phones. With KJ we have the tools to operate just like the big boys."

PUBLISHING & FILING COMPANY

Founder – Client since 2012



"My experience with KJ is always exceptional from the response time to the individuals who give us service. We wish all of our support companies would be like KJ."

COSMETICS COMPANY

Office Manager – Client since 2004



"My experience with KJ Technology was highly responsive to all questions I had about the issues I was dealing with. The confidence and knowledge was there without hesitation and being understood contributed to a meaningful resolution."

GLOBAL INVESTMENT FIRM

Operations Manager – Client since 2015



"The entire KJ Team was great throughout this process. KJ was always one step ahead of us and made sure we were where we needed to be. We're thrilled to have KJ as technology advisers."

CONSTRUCTION & ADVISORY FIRM

Chief of Staff – Client since 2011







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