

## our mission

Enable businesses of any size  
the freedom to work securely  
anytime, anywhere.

## company overview

who we are	1	■
what we do	2-4	■
contact us	5	■



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# who we are

Established in 2002, **focusIT, Inc.** is a Scottsdale, Arizona-based S-Corp specializing in solutions for the mortgage, financial services and professional services industries.

**focusIT, Inc.** is a Calyx® Software hosting partner, Microsoft® Gold Certified Partner and National Association of Mortgage Brokers member.

Originally founded by Josh Bopp as a traditional network support consulting services business, it transitioned into one of the nation's first fully dedicated software as a service (SaaS) consulting firms. Mr. Bopp has over 11 years experience in the technology consulting industry, and founded **focusIT** to deliver industry leading IT service and support. **focus IT** solutions allow clients to flatten technology spending, keep current with hardware and software upgrades, and focus on growing their own businesses instead of running a computer network.

**focusIT** concentrates heavily on delivering solutions to mortgage, financial and professional service-related clients. To date, it serves over 250 mortgage companies and 2,500 end users on a daily basis. The company signs up 10-15 new accounts monthly and is growing at an annual rate of 20-25%. **focusIT** currently has 15 technical staff members, and houses its data on approximately 75 applications servers in Scottsdale, Arizona.

**focusIT** uses SunGard data centers and managed services to house its core infrastructure. SunGard is a privately held company with over 75 SAS70 Type II data centers worldwide. The **focusIT** infrastructure utilizes:

- Redundant 40mbps Internet connections
- Redundant power
- Redundant backup power
- Redundant firewalls and switches
- Redundant backup systems with 30-days of files on hand at all times

**focusIT, Inc.** is signing up 10-15 new accounts monthly and growing at an annual rate of 20-25%

# what we do

focusIT provides **four** key solutions:

- **Hosted Virtual Office™**
- **Hosted Calyx® PointCentral™**
- **Hosted Microsoft® Exchange**
- **Hosted Microsoft® Windows® SharePoint Services**

focusIT solutions deliver secure access to all critical business data anytime, anywhere without the need to own, maintain or support server hardware or software.

## Hosted Virtual Office™

focusIT provides Hosted Virtual Office™ solutions to businesses with fewer than 100 workstations. This software as a service solution delivers full server and desktop replacement strategies for businesses that seek a better return on their technology dollars. Clients simply log into a secure website and gain immediate access to all their applications, regardless of their location or device. Businesses no longer need to purchase or maintain server equipment or Microsoft® licenses of any kind (including Microsoft® Office).

focusIT provides industry leading technical support, eliminating the need for clients to contract with outside IT providers.

Our Hosted Virtual Office™ service:

- Eliminates the need for you to purchase servers or Microsoft® licenses of any kind
- Delivers secure remote access to all your business data anytime, anywhere
- Provides live US-based helpdesk support for all your technology questions, with an average two minute wait time
- Protects all your information so it remains safe and available day and night
- Flattens your technology budget to a simple per user monthly fee, and is quickly scalable as you grow or shrink

## Hosted Calyx® PointCentral™

focusIT provides Hosted Calyx® PointCentral™ to its mortgage clientele. Mortgage professionals can work securely anywhere and need not worry about backups, upgrades or support surrounding their Calyx® infrastructure.

**Businesses** no longer need to purchase or maintain server equipment or Microsoft® licenses of any kind.

# what we do cont'd

Our hosted PDS service:

- Eliminates the need for clients to purchase servers or Microsoft® licenses of any kind
- Decreases PDS “go live” deployment time from several weeks to 1-2 days
- Delivers secure remote access to all loan data anytime, anywhere
- Provides live US-based helpdesk support for all your PDS questions
- Protects all your information so it remains safe and available day and night
- Flattens your PDS technology budget to a simple monthly fee, and is quickly scalable as you grow or shrink

## Key Benefits Summary

**focusIT** provides each customer with their own virtual server within our environment, meaning your installation is not shared with other customers.

Customers are still required to purchase and maintain their Point® and PointPointCentral™ licensing with Calyx®, but **focusIT** covers all other necessary licenses to maintain the environment including:

- Microsoft® Windows Server
- Microsoft® SQL Server

- Microsoft® Data Protection Manager for backups
- Anti-virus

## Additional Services & Features Included

Initial Setup and Installation

**focusIT** additionally helps all customers with the initial setup and installation of PointCentral™. This service includes:

- Setting up all users, groups and folders
- Setting up all security
- Importing all data including borrower and prospect files, Cardex information and templates
- Providing detailed connection instructions so users can quickly configure their Point® client to connect to the PDS server

Initial Design Services

**focusIT** will also help customers with initial design services when they have questions about how folders and permissions should be configured.

**focusIT, Inc.** solutions deliver secure access to all critical business data anytime, anywhere

# what we do cont'd

## Helpdesk Access

**focusIT** provides all customers with access to its helpdesk from 6am-6pm, from Monday to Friday, Arizona Time. This service covers the gaps that Calyx® does not support including connectivity questions, Point® client downloads, and basic password and security issues. **focusIT** still anticipates that customers will call Calyx® for the “how to” questions such as loan calculations and template creation, but it covers the areas they cannot. **focusIT** guarantees 80 percent of all calls will be answered in two minutes or less.

## No Setup Fees

Last, all of this is offered without a setup fee or contract. The only requirement is 90-days notice should customers decide to cancel service.

## Hosted Microsoft® Exchange and Windows® SharePoint Services

**focusIT** provides additional solutions that complement the Hosted Virtual Office™ and Hosted PointCentral™ offerings. It provides hosted Microsoft® Exchange email and SharePoint intranet services, as well as helpdesk support for these platforms. Hosted Microsoft®

Exchange provides key business features including:

- Side-by-side calendar sharing
- Public contact and email folders to centralize key shared data
- Two-way wireless syncing with any BlackBerry®, Windows® Mobile, or Apple iPhone for inbox, calendar, contacts, tasks and notes

Hosted Microsoft® Windows® SharePoint Services provides the following:

- Secure web-based document storage
- Centralized email-enabled folders to share critical company information
- Company shared calendars, contacts and links to stay better connected with employees

**focusIT** guarantees 80 percent of all calls will be answered in two minutes or less

# contact us



For questions and inquiries regarding any of our services and products, please feel free to contact us by phone or email. We will be happy to help you find the best solution for your company's needs.

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[www.hostedvirtualoffice.com](http://www.hostedvirtualoffice.com)

[www.focushelp.com](http://www.focushelp.com)

[www.focusitdownloads.com](http://www.focusitdownloads.com)