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CONFIDENTIAL

GWANDA™
Smart Network Solutions



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ABOUT GWANDA

Gwanda is a leading edge Information Technology (IT) services company providing innovative solutions to all forms of IT challenges for small, medium and enterprise sized clients. Gwanda has performed technology services in a multitude of industries including law enforcement, government, healthcare, educational, financial, broadcast and others. As a full service integrator, Gwanda provides network design, installation, maintenance, and administration. Whether you are a client who uses our Managed Services offerings or our Consulting Services, you can expect Gwanda's certified professionals to achieve the best possible network performance, security and reliability using the most expeditious and cost effective methods available.



PartnerDirect
Registered

Microsoft Partner
Silver Midmarket Solution Provider
Cloud Accelerate

allworx
Authorized Partner



GWANDATM
Smart Network Solutions



GWANDA BUSINESS AT A GLANCE

Who is Gwanda?

Gwanda was established in 2002 by George Waters and became a Limited Liability Corporation (LLC) in the State of Florida in 2004 with now partner Rob Miller. Gwanda's headquarters is in Saint Augustine, FL. Our primary market is North Florida from Jacksonville, south to Daytona and West to Palatka. We also service markets outside of FL with clients in MA, TX and NC.

We hold multiple industry designations and are partnered with many leading technology and professional organizations. We have a strong focus on managed services for the small and mid-sized business market but maintain technical proficiencies to support enterprise customers.

Partnerships and Professional Designations

Gwanda maintains professional partnerships with many of the industry's best manufacturers and service providers. Many of the partner designations require extensive certifications be maintained by GWANDA members.

- Microsoft Certified Partner
- Microsoft Certified Small Business Specialist
- Microsoft Online Services
- Cisco Premier Certified Partner
- Allworx
- SonicWALL
- Symantec
- Dell Registered Partner
- VMWare
- APC
- Jive
- AT&T
- Comcast
- Windstream
- Axis

GWANDA is also licensed with the State of Florida as a Limited Energy Systems Specialty Contractor.

Staff

Currently the GWANDA team consists of 15 individuals. We pride ourselves on providing a safe and enjoyable workplace. Some of our staff have been members of the Gwanda team for over a decade with most having been with Gwanda for more than two years.

- Executive = 2 members
- Network Engineers = 2 members
- Server and Application Engineers = 2 members
- Field Support Technicians = 2 members
- Helpdesk = 3 members
- Administrative = 2 members
- Business Development = 2 members

Additionally, we have a large network of partners and contract support professionals that are used for specific technology needs such as Radio Frequency Engineering, advanced UNIX / LINUX Support, Security and Voice/Video.



Services overview

Our services include the following:

- *Smart Care Basic* is our base managed services product that includes monitoring and reporting
- *Smart Care Professional* is our most common managed services product which includes all of the Basic services plus unlimited remote helpdesk
- *Smart Care Ultimate* includes all of the Basic and Professional services plus onsite support
- *Smart Care MD* includes a suite of services catered toward achieving the technical compliance goals
- *Enhanced Firewall Monitoring* provides necessary firewall log collection and archiving
- *Smart Care Compliance* facilitates the Administrative safeguard requirements
- *Smart Cloud* offers a range of hosting and virtualization options
- *Smart Business Protection* provides a variety of business continuity and disaster recovery options
- *Smart Backup* is a simple, data-only backup to a local storage device or to the cloud
- *Professional Services* are provided either hourly, per solution, flat-rate or block-time

Service hours and billing

Gwanda's standard hours of operation are from 8 a.m. to 6 p.m. Monday-Saturday. Gwanda also provides a call-routing option after hours to speak with the on-call technician from 11 p.m. to 7 a.m. every day of the week.

Most managed service agreements are billed monthly. Agreements are monthly, annual or multi-year. Professional service remote work is billed in 6 minute (.1hr) increments. On-site work has a 1 hour minimum.

Gwanda's hourly rates vary based on tier of competency (Tiers 1-3), in-house versus on-site and Smart Care agreement (Basic, Pro or Ultimate).

