**About Springthrough**

**Harness the Potential of Technology with Springthrough**

We believe that technology has the potential to develop industry leaders, but it’s not a fail-safe and doesn’t come with a success guarantee. In short, technology alone is not enough to produce the results you’re looking for. It requires experience solving complex problems and trusted advice that’s based on your unique background, is authentic in nature, and actionable in practice.

It’s when you combine a robust tech platform with smart, informed ideas and customized IT strategies, that you start to see results. **And that’s why we’re here.**

At Springthough, our team has a reputation for being innovative, proactive, and easy to work with. We see customers as true partners and advisors in the process, and rather than springing *forward*, blindly charging ahead without thought and intention, we spring *through*, meaning each and every step along the way is rooted in understanding, clarity, and enablement. At the end of the day, we want you to walk away with a set of personalized IT strategies that you **understand, value, and feel empowered to implement.**

**Springthrough Facts**

Established 2000

Headquarters 62 Commerce Ave. SW

Grand Rapids, MI 49503

Executive Leadership Mike Williams, CEO

Gary VanderPloeg, COO

Eric Spencer, VP Digital Transformation

Mike Simon, VP Sales & Marketing

Team Members 25

Combined Staff Experience 85+ Years

Core Services Full Service Managed IT Services

Sitefinity Website Development

IT Consulting

Accolades West Michigan 101 Best & Brightest

MSP Mentor 501

Sitefinity Website of the Year 2013

Sitefinity Website of the Year 2014

Sitefinity Website of the Year 2015

Sitefinity Website of the Year 2017

Sitefinity Partner of the Year 2016

Certifications Sitefinity Elite Partner

Microsoft Certified Gold Partner

VMWare Certified Partner

Synology Certified Partner

Veeam Certified Partner

Watchguard Certified Partner

**Springthrough Managed IT Services**

Managed Services by Springthrough delivers proactive monitoring, maintenance, security and IT support for small and medium size business infrastructures, applications and cloud solutions. Based in West Michigan, we provide a hands-on service approach and design end-to-end IT solutions that help your company grow efficiently, remain flexible, and maintain a lean IT operation. We employ a dedicated team of infrastructure experts that ensure your business operations are running smoothly, with no downtime, 24 hours a day. IT shouldn’t be a disruption, but a reliable tool, and it’s our job to make that happen.

**Our Managed IT Services Approach**

**Infrastructure**

We specialize in first architecting a streamlined IT system that works harmoniously and increases workflow efficiency. We then manage, monitor, and maintain all business networks and servers either on your premise or remotely. We provide 24-hour advanced network monitoring to all Managed Services partners; this allows us to proactively respond to alerts, avoid downtime, identify bottlenecks and manage security vulnerabilities. When it comes to IT, we stay on top of things – so you don’t have to.

**Security**

Our security services include endpoint security, network security, cloud security and policy

management. We focus on protecting our partners from today’s sophisticated cyber security

threats by helping them outline, implement and maintain customized security policies and

procedures. We stay abreast of all security developments and threats and strive to educate

everyone on how to protect themselves both personally and professionally.

**Disaster Recovery**

No matter how well protected you are, it’s better to plan for the unexpected. Springthrough

collaborates with partners to plan, provide and manage disaster recovery solutions specific to

their IT needs. Our disaster recovery plan includes off-site backups, complex disaster recovery

solutions, and redundancy solutions. Be proactive and get your plan B in order with

Springthrough.

**Desktop Management**

We help your employees focus on the day-to-day business at hand by setting up efficient

workstations, consistently keeping systems up-to-date, and fielding support questions 24/7. Count on reliable and secured workspaces from Springthough.

**Cloud Management**

Valuable business data needs to be stored and protected. We help businesses determine the

best model for their needs, whether it's in the cloud, hosted on-site, or a hybrid of the two, and

assist them with implementation, monitoring and maintenance.

**Customer service is at the core of our Springthrought team.**

Our Managed IT Services is successful because we have a dedicated and experienced team ensuring your staff receives rapid responses and expert support from technicians they know and trust.

**Springthrough Sitefinity Development**

As a Premier Partner of Sitefinity, we build dynamic content management systems that work intuitively across the enterprise, providing you with systematic coherence and the ability and insight to reach your customers. Our Sitefinity experience includes: content personalization, multilingual support, digital marketing, workflow management and complex hosting solutions for small to medium businesses.

Four-time Sitefinity Website of the Year award recipient, **Springthrough has a proven track record of helping clients become established leaders in their industry.**

We understand that today’s customers expect personalized website experiences and relevant, timely content. Those expectations drive the need to align systems, processes and people in a way that promotes a meaningful experience for all users.

We believe that Sitefinity has mastered the online user experience, and have dedicated our human resources to becoming in-depth experts of this comprehensive platform.

*“We take the time to help companies find the best platform to reach their growth goals. Time and again, Sitefinity proves to be the ideal platform for many of our clients.” Eric Spencer, VP of Architecture.*

**Turn problems into answers with Springthrough.**   
  
Springthrough staff strives to identify what success means to you, then together, we decide how best to overcome any obstacles in the way. From Fortune 100 companies to regional industry leaders, we seek to develop long-term relationships that result in successful, active IT solutions, propelling your business to the next level.

**Solid Understanding + Sound Strategy = Deliberate Execution**

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| --- | --- |
| **Sitefinity Capabilities** | **Development Tools & Experience** |
| * Sitefinity Elite Partner * 7+ Certified CMS Developers * Backend Development Specialists * 10+ .NET Certified Developers * Network of partners for strategy, creative and hosting. * 2013, 2014, 2015, 2017 Sitefinity Site of the Year Winner | * Sitefinity CMS * ASP.NET Web API * ASP.NET MVC * Entity Framework * SAP Integration * SharePoint * Microsoft Azure * Amazon Web Services |

**General IT Consulting**

Beyond Managed IT Services and Sitefinity Development, Springthrough offers a variety of technology solutions and a customized plan of action. Using a tailored technology approach, we help businesses **become competitive**, **get ahead** and **stay there.**

**Our Specialties**

**VIRTUAL CIO SERVICES**

We can provide senior executive-level leadership that serves as a CIO and IT advisor to your business, helping it become more efficient and tech-savvy, without having to invest in a full-time position.

**VULNERABILITY MANAGEMENT & PATCHING**

We maintain regular network scanning, firewall logging, penetration testing and automated testing to ensure vulnerabilities are identified and patched on a scheduled basis.

**PROJECT MANAGEMENT**

We can manage the budget, schedule, and scope of any IT project, understanding that ultimately, it's about the people and finding the best process to collaborate, design, build, and test together.

**SOLUTION ARCHITECTURE**

A disconnected technology stack will never reach its full potential. We align systems and workflows to exchange data, increase efficiency, and provide meaningful user experiences.

**APPLICATION SUPPORT SERVICES**

Sometimes "out of the box" doesn't cut it. Our developers utilize a variety of technologies to support your IT systems, engineering them to flexibly function and always accommodate your needs.

**STAFF AUGMENTATION**

As an outsourcing strategy, we provide complete staff augmentation solutions and recruiting for our clients that maximize HR investments.

*No matter the client or project, we approach every challenge using an integrated process based on INSIGHT, CLARITY and ENABLEMENT. Contact us today to learn more about our approach to problem solving and IT architecture, we are here to help you use technology to your advantage, now and in the future.*

**Contact Springthrough**

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Facebook [www.facebook.com/springthrough](http://www.facebook.com/springthrough)

Twitter [www.twitter.com/springthrough](http://www.twitter.com/springthrough)