



# FirstTech Business Services & Capabilities

*With over 35 years of experience selling and supporting Apple products to businesses, FirstTech specializes in helping you get the most from your technology.*

## Consulting Services

While FirstTech excels at providing individual customers with a great shopping experience, we realize our business customers have different needs. Our professional services group provides for those needs, leveraging our 35+ years of industry experience. We offer a wide range of services to our business customers.

From networking and system integration to workflow to data backup and security consultation, we have the expert staff to deliver on-time and on-budget. Our customized solutions—including workflow consulting and FileMaker database development—will get the most out of your technology.

We offer equipment leasing that allows you to pay over two, three years or more.

## Customizable Onsite Training and Consulting

FirstTech offers a wide variety of training options that include orientations for small or large groups, hands-on application and one-to-one training. FirstTech will customize training to your level of understanding and can present at your site.

## Apple Certified Training

Whether your organization requires it, or you're looking for professional development or you simply want to increase your visibility in a competitive marketplace, Apple Certification Training will help you reach your full potential. As an IT professional, here's your opportunity to be proactive and prepare yourself for Apple's growing presence in the marketplace. FirstTech, an Apple Authorized Training Center, provides Apple certification training using Apple developed courses and materials as well as Apple Authorized Certification testing.

## Adobe Training

Adobe's Creative Suite incorporates an impressive array of creative tools for digital and print publishing. FirstTech provides hands-on, instructor-led training giving you the real-world examples and practical experience necessary to develop proficiency. Certified by Adobe, our classes will bring you up to speed on the industry standard for both publishing and interactivity, making you more efficient and productive and allowing you to leverage Adobe's latest features. It's creative training for the creative professional.

## iOS (iPad, iPhone, iPod touch) Support

Whether you are a small business or an enterprise organization, FirstTech can provide you with the best practices for deploying and managing the iOS in your environment. We'll ensure your specific requirements for implementation are met, including policy management, integration with Active Directory and data security.

### Configuration

- Asset tagging
- Custom configurations based on your requirements
- Implement security controls and user restrictions
- Configure VPN, Wi-Fi and email access
- Pre-load content

### Deployment

- Tailored instructions for use may be included for each deployment (by configuration or organization)
- Basic iPad training may be included for iPad purchasers

### Ongoing Support

- Basic iOS Support
- Mobile Device Management
- Full Managed Services

## Mac and PC Integration

Integrating Macs into your organization infrastructure is more important than ever. FirstTech will take on your integration challenges and leverage your current directory infrastructure. We'll work with you to integrate the Mac into an existing Active Directory infrastructure. By joining, or binding, Mac computers to an existing Active Directory domain, you can provide user authentication and policy directly to Macintosh computers centrally from your Active Directory. Extending the Active Directory schema provides an effective way to comply with security and policy requirements for your Macs, while offering increased compatibility to a growing population of Mac users.

- Integrate Open Directory & Active Directory
- Integrate File Services and file permissions
- Extense schemas specifically for Macs inside a Windows environment

## Managed Services

Whether you need immediate help or are seeking an affordable and dependable IT support partner, FirstTech's staff of certified technical support consultants and engineers, can overcome any IT challenge that you may have—quickly and efficiently. Either of our two programs can be tailored to meet your needs:

**TechProtect** offers total network peace of mind. Total IT support and management for a fixed monthly price—it's that simple. We provide all of the benefits of an internal MIS department for a fraction of the price of staffing one yourself.

**TechAssist** provides a trained technician on your staff to keep your technology running. This program is implemented with a pre-planned schedule that meets your individual needs.

## High-Density, High Performance Wi-Fi Networking

Are the wireless devices in your environment exploding?  
Are your employees bringing their own devices for business?  
And has mobility become mission-critical rather than just convenient to your business?

With the rapid expansion employee owned (BYOD) and increased corporate use of consumer devices being driven by the adoption of iOS and OS X devices such as the iPad, iPod Touch, iPhone, MacBook and iMac, improved Wi-Fi connectivity is becoming a critical. IT has the potential to usher in new levels of user productivity and convenience. Unfortunately, this will also usher in a world where the majority of IT departments will see a three to four-fold increase in the number of end points. This will result in a limited capacity to ensure the consistent enforcement of corporate policy and no possibility of a commensurate IT headcount increase.

FirstTech's Professional Services Group can help. Our next generation access network can provide the visibility and control to harness the BYOD explosion and reduce the operational costs associated with delivering a secure, high performance, pervasive and reliable wireless infrastructure.

## FileMaker Development and Training

FirstTech has chosen FileMaker Pro as our primary recommendation for developing exceptional custom software and databases for our clients. FileMaker Pro enjoys wide acceptance not only as a flexible, reliable and rapid development platform database software, but being cross-platform as well. With the latest version released, FileMaker Pro's feature set has grown to include:

- iPad, iPhone, iPod clients for easy database access
- Expanded web interface support
- Robust reporting capabilities, including graphical charts
- Enhanced import/export capabilities to popular formats such as Excel, CSV, Tab Delimited and SQL

FirstTech is a Platinum Member of the FileMaker Solutions Alliance, offering full service consulting, development and training with FileMaker. With multiple certified FileMaker developers on staff and a talent pool of web and scripting professionals to work with, FirstTech's Professional Services Group is able to craft customized and powerful tools to help refine your workflow and enhance your business.

## FirstTech Certifications

### Apple Specialist:

Apple's highest level partner designation

### Apple Premium Service Provider:

Apple's highest recognition

### Apple Authorized Training Center

### Apple Direct Dispatch Service Provider

### FileMaker Platinum Partner

### FileMaker Authorized Training Facility

### Adobe Authorized Training Center

### SonicWall Silver Partner

### Dell Certified Silver Partner

### Kerio Preferred Partner

### Xerox Peak Premier Partner



Apple  
Specialist

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## Legendary Apple Specialist

sales | training | consulting | development | technical support | service & repair

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