



- PEOPLE
- CULTURE
- ECONOMIC
- MEDIA
- INTERNET
- FINANCE
- CREATIVE
- TUTORIALS
- BUSINESS
- INVESTMENT
- NETWORKING
- WORD NEWS

- BUSINESS
- MEDIA
- FINANCE
- CREATIVE
- PEOPLE
- TUTORIALS
- NETWORKING

- MUSIC
- PHOTOS
- VIDEO
- CONTACTS
- MESSAGES
- SEARCH
- FILMS

# MENU OF SERVICES

- BUSINESS
- MEDIA
- FINANCE
- CREATIVE
- PEOPLE
- TUTORIALS

- BUSINESS
- FINANCES
- NETWORK
- WORD NEWS
- SHOWBUSINESS
- INTERNET

- MUSIC
- PHOTOS
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- CONTACTS
- MESSAGES
- SEARCH
- FILMS



# MENU OF SERVICES

vTech io



**Microsoft Active Directory**  
**Microsoft Exchange**  
**Microsoft SQL**  
**Microsoft Lync**  
**Microsoft Hyper-V**  
**Microsoft Remote Desktop Services**  
**Microsoft SCCM (design, install, deploy, knowledge transfer)**

*\*design, install, migrations, manage, upgrade, health check*



## **Servers**

Rack/Tower/Blade/FX2/VRTX - design, install, migrations, manage, upgrade, health check

## **Enterprise Storage**

Powervault/Equallogic/Compellent/VMAX/ISILON/UNITY/VNX/XTRMEIO/SCALEIO/Cloud Storage - design, install, migrations, manage, upgrade, health check

## **Networking**

X series/N series/Wireless/Force 10 design, install, migrations, manage, upgrade, health check

## **Hyper Converged**

VXRail - Design, Install, migrations, manage, upgrade, health check

## **Security**

SonicWALL - design, install, migrations, manage, upgrade, health check

## **Backup**

Data Domain/Rapid Recovery

## **Endpoint Systems Management**

KACE, Design, install, migrations, manage, upgrade, health check

## **Custom Pre-Sales Engineering**

Tool used to scope out storage and overall server performance. Install, configure, manage, analysis, DPACK



## **Citrix (Sales and Service)**

*\*design, install, migrations, manage, upgrade, health check*

## **XenApp**

## **XenDesktop**

## **XenServer**

## **XenMobile**

## **Netscaler**



## **VMware (Sales and Service)**

*\*design, install, migrations, manage, upgrade, health check*

## **VMware Vsphere**

## **VMware View**

## **VMware vCenter**

## **VMware SRM**



**Cisco** (Service Only)

\*design, install, migrations, manage, upgrade, health check

**Routing**  
**Switching**  
**Firewalls**  
**Wireless**



**ShoreTel** (Sales and Service)

\*design, install, migrations, manage, upgrade, health check

**ShoreTel Onsite Systems**  
**ShoreTel Cloud Systems**

## OTHER SERVICES

**Emergency Support** - Who are you going to call at 2 AM when your systems are down? We provide 24/7/365 support for customers with agreements so we can help you get systems back up and running. No Tier 1 helpdesk. Direct access to Tier 3 engineers that you work with each day. This eliminates frustration and gives you access to the engineers that already know your network.

**LAN/WAN** (Local Area Network / Wide Area Network) (design, install, manage, upgrade, health check)

**VPN** (Virtual Private Network) (design, install, manage, upgrade, health check) Use the Internet as your backbone to connect offices or for remote users to access the network.

**Managed Backup** - replication to our secure co-lo for offsite backup for Rapid Recovery customers. Enables us to be the second site (private cloud). Datacenter is located in Fort Myers FL. Also allows us to be able to offer Business Continuity as a service.

**Business Continuity as a service** - for backup as a service customers, allows us to restore your servers and host them in our datacenter if there was an outage at your main site.

**Managed Services** (custom managed service agreements) offload management of select IT systems to us. We listen to you and can provide you with a custom solution.

**Firewall as a Service** (firewall hardware/software/services in one monthly fee) Pay one monthly fee for everything. Free upgrades to new models after 12 months. Allows us to provide more value to IT and management by generating custom reports tailored to the business, analyzing those reports, suggesting changes to configurations, and reviewing reports with stakeholders.

**MPLS** - Voice/Data/Internet services from a trusted provider. One throat to choke. Ensures IT is aligned with service provider.

**Wireless** - (design, install, manage, upgrade, health check)

**Consulting** - Variety of consulting services that are technology related. Let us partner with you to find the best solution for the business.

**VDI** - (design, install, manage, upgrade, health check) - Expert level. We run our business on VDI from the WAN. Use our services to ensure a successful deployment.

**Disaster Recovery** - Zerto (design, install, manage, upgrade, health check) for companies who require near zero downtime.

# ENGINEERING BIO'S

## vTECH io

### **Shawn D. Ruhl, MCSE, MCSA, CCNA, CCEA, CCA, CCIP, VCP vTECHio – CTO**

#### **Biographical Summary:**

Shawn Ruhl has over 20 years of experience delivering and managing high-end IT deployments. As an MCSE, Shawn has real world experience designing, implementing and fine-tuning a multitude of Microsoft networks, SAN installations and Virtualization for Server/Desktop and Applications. Shawn also holds numerous other certifications by well-known vendors such as VMware, Cisco, Citrix, HP, DELL, Compellent, and Comptia. Previous to vTECHio, Shawn held management level positions with other IT firms in the SW Florida area. Shawn has the hands-on as well as management skills necessary to oversee projects and to ensure projects are done on time and to the customer's satisfaction.

#### **Career Summary**

CTO, vTECH io - Oversee sales and engineering departments Run the day to day operations of vTECH io Primary decision maker for vTECH io Responsible for the Dell Geo services program

Director of Engineering, vTECHio - Oversee engineering department and manage larger, strategic projects. Primary decision maker and manager in key, strategic technology decisions

Senior Network Engineer, Kent Technologies, Bonita Springs, FL - Designed and deployed Enterprise Active Directory Networks. Designed and deployed Enterprise Exchange Installs. Migrated a fortune 500 company's Active Directory to 2003. Migrated a fortune 500 company's Exchange environment from 5.5 to 2003 for 57 sites. Designed and Installed Enterprise Citrix networks. Installed and configured Cisco Routers, Switches, and Firewalls Designed and Installed RSA solutions for enterprise networks.

Chief Technical Officer, Strategic Technology Solutions, Fort Myers, FL - Engineered a network Infrastructure for the County of Desoto. Lead a technical team delivering LAN/WAN projects to the southwest Florida market. Built partnerships with Microsoft, Cisco, and Citrix.

#### **Technical Summary**

- A+ Certified Technician
- Net + Certified Professional
- Server + Certified Professional Microsoft Certified Professional
- Microsoft Certified Professional + Internet
- Microsoft Certified Systems Engineer (NT 4.0)
- Microsoft Certified Systems Engineer (Windows 2000)
- Microsoft Certified Systems Administrator
- Microsoft Certified Systems Administrator + Internet Exchange 2000 Certified
- HP Server Certified
- Citrix Certified Sales Professional Citrix Certified Administrator
- Citrix Certified Enterprise Administrator Cisco Certified Network Associate
- Cisco Unity Certified
- Call Manager Express and Unity Express Installation and support Cisco UC500 Installation and support
- VMware Certified Professional Dell Equallogic Certified
- Compellent Certified Installation Professional Dell Appassure
- Certified Sonicwall Security Administrator (CSSA) Certified
- Sonicwall Security Professional (CSSP)

#### **Specialties:**

- Virtualization (Microsoft,Citrix and VMware)
- Firewall Design/Config/Deploy/Manage
- VPN Design/Config/Deploy/Manage
- DMZ Design/Config/Deploy/Manage
- VLAN Design/Config/Deploy/Manage
- Network Design/Config/Deploy/Manage
  
- Backup Design/Config/Deploy/Manage
- Disaster Recovery Design/Config/Deploy/Manage
- Routing Design/Config/Deploy/Manage
- Server Design/Config/Deploy/Manage
- Storage Design/Config/Deploy/Manage
- Microsoft Lync Design/Config/Deploy/Manage

## Lee Gilley

### vTECH io –Sales Engineer; ECS-Switching NMS, ECS-Policy, SCCM-ADMIN

#### Biographical Summary:

Lee Gilley has 16 years' experience in the Manufacturing industry in which he ran his own company before he decided to start a new career in what is his passion in life, the IT field. He has over 6 years' experience delivering and managing high-end IT deployments. As an ECS and former System Administrator for a School System, Lee has real world experience designing, implementing and managing large environment, multi-location systems. Lee is also highly experienced in Hyper-V and SAN deployments, as well as clustering in a Hyper-V environment. Lee also holds numerous other certifications by well-known vendors such as DELL and Comptia. Lee worked his way up from desktop technician to Systems and SCCM administration as well as Meraki MDM administrator. His knowledge of the complete infrastructure within a windows environment from the desktop to group policy to networking makes him a valuable asset.

#### Career Summary

Sales Engineer / vTECH io

- Confer with customers and engineers to assess equipment needs
- Collaborate with sales team to better understand customer requirements
- Help clients solve problems with installed equipment
- Recommend improvements, showing them how changes will improve Productivity and/or Lower cost
- Help in researching new products that can better serve customer needs

Systems Administrator / Holmes District Schools

- Oversaw the tech team and assigned tickets
- Manage large projects that had to be done in a strict time frame
- Wrote all group policy
- SCCM imaging and application deployment
- Meraki MDM administrator, Pushed all Apple Apps
- Exchange 2010-2013 migration
- Handles deployment of switches and AP's
- Assisted with ordering on E-rate and DCP
- Set up all testing environments for statewide assessment

Desktop Technician / Holmes District Schools

- Repaired and maintained computers and printers
- Installed Servers and switches
- Ran and Maintained wiring for LAN and Phone
- Ran trouble tickets as assigned

#### Technical Summary

- A+ Certified Technician
- Net + Certified Professional
- Enterasys Certified Specialist - Policy
- Enterasys Certified Specialist – Switching NMS
- Microsoft Technology Associate – Windows Server Administration Fundamentals
- Microsoft Certified Professional
- Windows Server 2008R2 Group Policy (AMF)
- Administering System Center 2012 Configuration Manager
- Deploying System Center Configuration Manager

#### Specialties:

- Hyper-V Virtualization
- SCCM Installation and setup
- Clustering in a Hyper-V environment
- Server setup and design
- VLAN setup and design
- Troubleshooting hard to identify issues
- Storage Design and Setup
- Wireless Design and Setup
- Educational Requirements for IT

#### Education

IT and Business at Chipola College

# Eric D. Thompson, CSSA

## vTECH – Network Engineer

### Biographical Summary:

Eric Thompson started his career in internet technology in February 2009 performing workstation repairs and troubleshooting. Through growth within the repair field, Eric pursued the expertise within the vTECH company to further expand his knowledge of networking systems and maintenance. Eric has performed Microsoft server migrations, backups, restores, and virtualization. Eric maintains and supports a variety of SMB clients in their daily needs. Eric has a proven ability to start and finish large scale IT projects such as active directory and Microsoft Exchange migrations and implementations. Previous to vTECH, Eric was revered as a top service agent within the Geek Squad family. He received the customer service MVP award and takes customer satisfaction as top priority.

### Career Summary

Network Engineer, vTECH

Establish networking environment by designing system configuration; directing system installation; defining, documenting, and enforcing system standards. Maximize network performance by monitoring performance; troubleshooting network problems and outages; scheduling upgrades; collaborating with network architects on network optimization. Secure network system by establishing and enforcing policies; defining and monitoring access. Design and implement virtual/physical server infrastructure for SMB clients. Deploy and maintain Active Directory Domain Services. Install and maintain Microsoft Exchange mailbox databases and email accounts Firewall implementation and management. Windows server installation and maintenance Workstation setup and troubleshooting. Dell Networking switch management.

Geek Squad ARA, Best Buy

Identified and took advantage of opportunities to improve the process of assessing, testing and performing store and customer repairs. Quickly and accurately diagnosed technology issues and created solutions. Processed client data backups to prevent data loss during repairs. Performed repair work on client computers. Helped other employees understand how to successfully use the range of Geek Squad resources in solving needs to ensure no customer is ever left unserved

Geek Squad CIA, Best Buy

Received customer satisfaction MVP award for outstanding service 2009. Consulted with customers to ensure expectations match their needs/wants. Performed "on counter" customer solutions to computer issues. Maintained follow ups with customer repairs. Answered and responded to in-coming client and retail escalation calls and emails.

### Technical Summary

A+ Certified Technician Exchange 2016

Dell Appassure

Certified Sonicwall Security Administrator (CSSA)

Education

DeSales University, 2003-2007

BS in Computer Science

### Specialties:

- Virtualization (Microsoft and VMware)
- Firewall Design/Config/Deploy/Manage
- VPN Design/Config/Deploy/Manage
- VLAN Design/Config/Deploy/Manage
- Network Design/Config/Deploy/Manage
- Backup Design/Config/Deploy/Manage
- Disaster Recovery Design/Config/Deploy/Manage
- Server Design/Config/Deploy/Manage
- Imaging Services