



GADELLNET

*accessible IT solutions*



# Company Overview

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**Purpose:** GadellNet is dedicated to strategically expanding the capabilities and driving profitability of small business through the effective deployment of technology solutions.

- Founded in 2003 by Joe Gadell
- An established leader in outsourced IT, support and consulting
- Grew 43% YOY average almost exclusively on referrals since 2003
- Headquartered in St. Louis, Missouri
- Focused on small businesses and educational institutions
- Offices in: St. Louis, MO, Carmel, IN and Milwaukee, WI
- Measured customer satisfaction score of 4.98/5.00
- Six Sigma and ITIL trained operations management team
- Customer Focus: Companies Under 250 people

**#11** Fastest Growing Private Company  
in Missouri (**#1421** in the US)  
and 2012, 2013 & 2014  
**“Best in Business”** Consulting Firm!

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*INC. 5000 AND SMALL BUSINESS  
MONTHLY MAGAZINE*

# Our Ownership Team

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**JOE GADELL**

**Chief Technology Officer**

President and Founder of GadellNet Consulting Services, LLC with nearly 17 years of professional experience in computer technology and engineering. Microsoft & Cisco Certified Professional

**Responsibilities Include:** Networking Team Leader, Technology Competency, Training, Network Engineering



**TOM STEMM**

**Chief Executive Officer**

Private Sector Information Technology and Business Strategies, Not-for-Profit Information Technology Management, Applications & Systems Design, Business Analysis, Project Management, & Business Planning. Certified in Project Management and Information Systems Auditing

**Responsibilities Include:** Development Team Leader, Senior Auditor, Senior Consultant



**NICK SMARRELLI**

**Chief Operations Officer**

Certified in Six Sigma, V-CIO and Process Engineer, and Microsoft, Symantec and Cisco Certified Professional

**Responsibilities Include:** Operational Excellence Leader, Sales and Marketing, Implementation Specialist, V-CIO and IT Senior Consultant, Community Outreach Leader

United Way Board Member



# Community Involvement



## EXECUTIVE TEAM SERVES IN LEADERSHIP ROLES IN THE FOLLOWING ORGANIZATIONS:

- United Way - Board Members (Tom Stemm and Nick Smarrelli)
- Pay I.T. Forward - GadellNet's Charity
- Crohn's & Colitis Foundation
- Special Olympics
- Boy Scouts
- Touchdown for Kids
- St. Louis University Service Leadership Advisory Board

# Community Involvement

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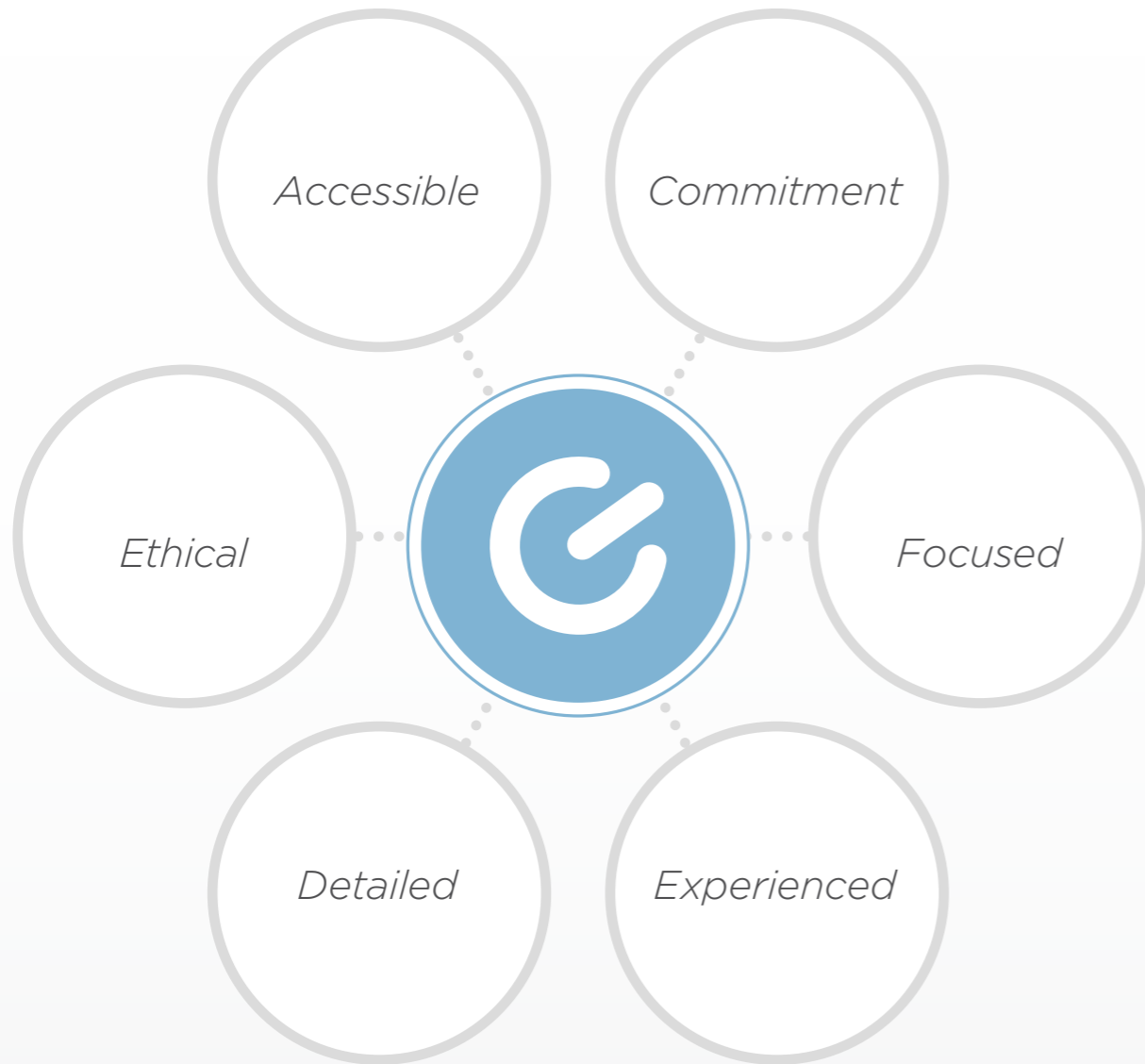


### **PAY I.T. FORWARD**

- Donated over 100 PCs to domestic and international children in the last 14 months
- GadellNet refurbishes and provides gently used PCs to charities that promote technology as a means for improving education and employment.

# Our Customer Promise

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**ACCESSIBLE** Direct contact with officers of GadellNet during entire relationship - from the first meeting and beyond

**COMMITMENT** Our team's credo: "Whatever it takes"

**FOCUSED** Steadfast prioritization on small business customers

**EXPERIENCED** Hiring and Recruitment of the best IT staff in St. Louis

**DETAILED** Documentation, Process and Consistency

**ETHICAL** Operate ethically, responsibly and always in the best interest of the customer.

# Whatever IT Takes

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## MORE THAN JUST IT SUPPORT

GadellNet recognizes that computer issues are more than just issues – there are customer and personal implications that must be addressed. GadellNet technicians receive training on customer service – to ensure that our answer is always “yes, we can help you with that.”

## COMMUNICATION

- Extraordinary communication between all stakeholders
- Know our clients by name – always.
- Knowledgeable, experienced and friendly technicians
- All calls answered by a live person, 24 hours a day

## PROACTIVE CARE

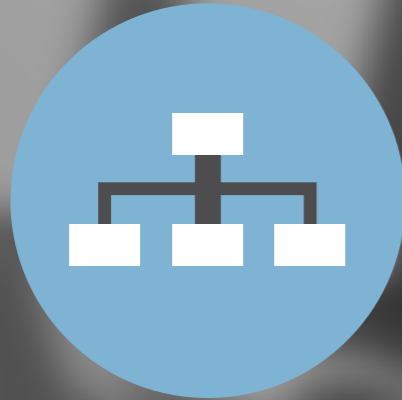
- Provide exceptional service
- All desktops, servers, network devices managed on a single platform
- Reduce downtime and surprise issues
- Automate updates, back-ups, desktop optimization, etc.

## ACCOUNTABILITY

- Quality Control and follow-up
- Performance metrics that fit your business
- Ethics and Trust in all Interaction



# Consulting Teams



## INFRASTRUCTURE

- Strategy and Execution
- Business Operations
- Applications
- Infrastructure



## DEVELOPMENT

- .NET -C#, ASP, VB, PHP/MYSQL, JAVA/J2EE, HTML/EHTML/HTML5, Database/CRM /ERP, Open Source/ Custom CMS/ C++



## 24/7 HELP DESK

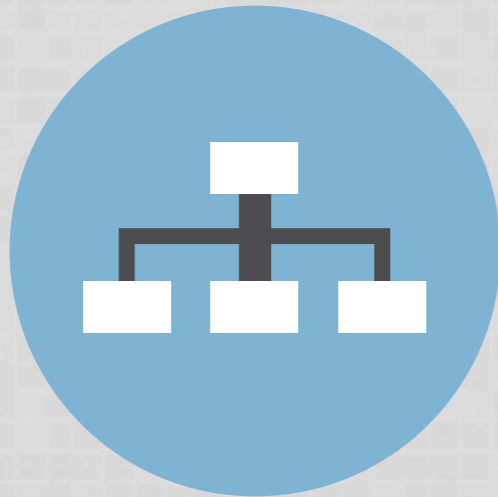
- Hardware Support
- Real-Time Issue Tracking
- Desktop Support
- Software Support
- Managed Support

# Infrastructure Team

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STRATEGY & EXECUTION	BUSINESS OPERATIONS	APPLICATIONS	INFRASTRUCTURE & NETWORK ENGINEERING
<ul style="list-style-type: none"><li>• <i>IT Integration</i></li><li>• <i>Virtual CIO</i></li><li>• <i>Program/Project Management</i></li></ul>	<ul style="list-style-type: none"><li>• <i>Disaster Recovery Planning</i></li><li>• <i>Performance Management</i></li><li>• <i>Business Intelligence</i></li><li>• <i>IT Project Prioritization</i><ul style="list-style-type: none"><li>• <i>Data Services</i></li></ul></li><li>• <i>Managed Services (The Help Desk)</i></li></ul>	<ul style="list-style-type: none"><li>• <i>Custom Application Management Consulting</i></li><li>• <i>Application Development</i></li><li>• <i>Application Integration</i></li></ul>	<ul style="list-style-type: none"><li>• <i>Systems Design</i></li><li>• <i>Systems Integration</i><ul style="list-style-type: none"><li>• <i>Virtualization</i></li></ul></li><li>• <i>Cloud Computing</i></li><li>• <i>Hosted Servers and Desktops</i></li><li>• <i>Network Design and Integration</i></li></ul>

# Infrastructure Team



## **SERVER AND NETWORK MANAGEMENT**

- 24/7 Monitoring
- Preventive Maintenance
- Disk Space Analysis
- Proactive Care

## **HARDWARE SOLUTIONS & SUPPORT**

- Design, Implementation and Integration of end-to-end solutions
- Servers, Networking, Storage, Software, Services and Computers

## **IT OPERATIONS ASSESSMENT**

- Audits and Assessments of logical and physical IT assets
- Documented Analysis of your IT Operations
- Design Reviews

## **ENTERPRISE SERVICE DESK/MANAGED SERVICES**

## **DISASTER RECOVERY, BACKUP & BUSINESS CONTINUITY**

## **AUDIO & VISUAL/VOIP TELEPHONY**

# Development Team



## **APPLICATION LIFE CYCLE MANAGEMENT**

- Application Selection
- Application Architecture
- Application Development
- Application Security
- Application Maintenance

## **WEB PORTALS**

- Database Administration and Programming
- Data Modeling and Conversion
- Systems Integration, Implementation and Migration Consulting
- Content Management

## **CERTIFIED EXPERIENCE**

- C#, ASP, VB, PHP/MYSQL, JAVA /J2EE, HTML/XHTML /HTML5, Database/CRM/ERP, OpenSource/Custom CMS, and C++ Certified Experience
- ERP, CRM and Business Line Application Selection, Integration and Deployment



# 24/7 Support Team



## **MULTI-TIERED HELP DESK TEAM**

- Real-Time Service Request System
- First and Second Level Support
- Strict SLAs and Contracts to ensure accountability for response and problem mitigation
- Single Point of Ownership
- 24/7/365 Coverage for all IT Operations

## **DAILY QUALITY VALIDATION AND CONTINUOUS IMPROVEMENT**

## **ITIL (IT SERVICE MANAGEMENT) CERTIFIED PROCESSES AND PROCEDURES**

## **DAILY REPORTING FUNCTIONALITY**

- Time Spent On-Call
- Call Frequency
- Customer Service Satisfaction Survey Score
- Proactive Updates to Customer
- 24/7/365 Coverage for all IT Operations

# Maintenance and Monitoring



- Full 24/7/365 Monitoring
- Automated Remediation
- Change Request Service Desk
- Staff and User E-Mail Notifications
- Scheduled Preventive Maintenance
- Backup Monitoring
- Antivirus monitoring

*“IT systems management doesn’t have to be disruptive, labor intensive or complex. Technology is supposed to make our lives easier. That’s what we promise.”*

# Target Vertical Markets



CONSTRUCTION AND CONTRACTING  
EDUCATION

ACCOUNTING AND CPA

NON-PROFIT

FINANCIAL SERVICES

LAW FIRMS

MARKETING AND ADVERTISING

HEALTHCARE



GADELLNET

NICK SMARRELLI | P: 314-920-1736 | [NICK.SMARRELLI@GADELLNET.COM](mailto:NICK.SMARRELLI@GADELLNET.COM)