

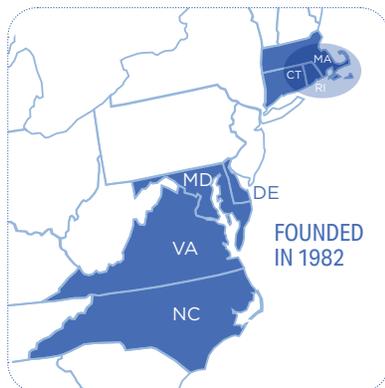
MERIT is the Cyber Security and IT Help Desk for over 170 East Coast businesses, and we support 4,250+ PCs and servers. Our clients want technology to ensure compliance and to move their business forward, and they like our service for three main reasons:

1. **PROTECT:** Our cyber security protects clients across multiple vectors, with intrusion prevention, managed firewall, education, zero-trust, and a managed security operation center (SOC) providing surveillance 24/7/365.
2. **EMPOWER:** We teach co-workers how to use their software technology and how to stay cyber safe.
3. **CONNECT:** We connect client offices IT so they can connect with their clients – and remote co-workers.

EXPRESS TECH: 15 KEY REPAIRS IN 15 MINUTES OR LESS

- | | | | |
|---|---|----|---|
| 1 | Password reset | 9 | Release emails from MERIT clean mail filter |
| 2 | Zoom / Teams patch for video call | 10 | Reset an Active Directory Password |
| 3 | How to add a network printer / set as default | 11 | Setup Forticlient VPN |
| 4 | Create and edit M365 email distribution | 12 | Setup / Schedule a call in MS Teams |
| 5 | Free-up disk space | 13 | Switch user accounts |
| 6 | Grant user local privileges | 14 | Unlock Active Directory User Accounts |
| 7 | Install / uninstall software | 15 | Whitelist email addresses |
| 8 | Activate antivirus cleanup | | |

MERIT AT A GLANCE 2023



- 29 employees strong
- Protect over 4,250 PCs and servers across 170 businesses
- Certified Chief Information Security Officer (CISO) and CTO
- Certified Engineers
- Weekly Security Briefing: Personal education end-users
- Trust But Verify (TBV) Reporting: Daily, weekly monthly and quarterly
- Regional NOCs in Hampton Roads, VA and Providence, RI
- Net promoter score 2.5X industry average
- 98% YoY client retention rate (Best in Class)
- Certified & compliance focused
- Send 25,000 client reports per month

TEN THINGS CLIENTS LOVE ABOUT MERIT

- | | | | |
|---|--|----|---------------------------------------|
| 1 | MERIT Express Tech | 6 | Cyber Security |
| 2 | Next Day PCs | 7 | TBV Reporting |
| 3 | MERIT demonstrates technology is working | 8 | Local Help Desks |
| 4 | We empower every client to achieve more | 9 | Hire for Attitude, Train for Aptitude |
| 5 | Security Briefing: weekly education | 10 | New PCs: single visit installs |