



# MICRO

SOLUTIONS

We help solve business problems with technology

# THE MICRO SOLUTIONS WAY



## VISION

The vision of Micro Solutions is to ease our client's business pain and increase their productivity and profitability through the use of technology.

## MISSION STATEMENT

To be an extension of our clients organizations by providing technology solutions that help them create, build and maintain the most innovative, reliable and cost-effective network infrastructure to meet their needs and the needs of their clients.

**What do we do?** Provide technology solutions

**How do we do it?** Build and maintain innovative, reliable and cost effective networks

**Who do we do it for?** All our clients

**What value do we bring?** Meet theirs and their clients' needs

## WHO WE ARE



CORNING, NY



BINGHAMTON, NY



ITHACA, NY



WILLIAMSPORT, PA

Essen Computer Technologies, Inc. (DBA Micro Solutions) is an S Corporation with its main operations conducted out of Corning, N.Y. the Southern Finger Lakes.

Being located on historic Market Street in the heart of the Gaffer District provides Micro Solutions with a very unique operating environment.

Our business is comprised of employees who have obtained numerous levels of expertise in a wide variety of disciplines. From .NET developers to Six Sigma Certified Project Managers we are able to assist our clients in many arenas

## PHILOSOPHY

We take pride in going above and beyond the normal for each and every client regardless of size.

## WHAT WE DO

Micro Solutions provides high level Information Technology Consulting utilizing technologies from partners like Microsoft, Citrix, Cisco, HP and DELL to mention a few.

# PRODUCTS & SERVICES



## IT RESOURCING

- Contract IT services (2, 3, 4, 5)
- Educational clients
- Manufacturing and technology clients
- Financial and legal clients
- Merchant and non-profit clients

## MANAGED SERVICES

- Helpdesk scheduled services

## TECHNOLOGY RESEARCH AND SOLUTIONS

- Client technology and network assessments
- Client technology solutions based on current needs and process

## PROJECT MANAGEMENT

- Management services for small IT projects

## BACKUPS AND DR

- Provide local and remote (cloud) services



## WIRELESS NETWORKING

- Provide wireless upgrades and implementation
- Provide support / tuning of wireless systems
- Provide assessments of current environment(s) and provide recommendations



## PRODUCTS & SERVICES (CONTINUED)



### COLLABORATIVE AND E-MAIL SOLUTIONS

Collaborative and e-mail solutions  
Office 365 and Instant Messaging (Skype/Lync)  
Exchange server support

### WINDOWS SYSTEMS

Windows server migrations and upgrades  
Desktop refresh (XP to Win7, etc..)

### WEB FILTERING / NETWORK SECURITY

Anti-virus and malware protection  
Internet web filtering (blocking / tracking of web traffic, blocking of malicious sites, etc..)

### HIPPA AND PCI REMEDIATION

Provide implementation services and assistance for technical solutions  
(i.e. password policies, disk encryption, etc..)



### VIRTUAL SERVER AND DESKTOP TECHNOLOGY

Virtual technology for cloud-based solutions for server, storage, file/print and desktop technology

### NETWORK DEVICE MONITORING

Provide network and server devices monitoring solution(s)

### NETWORKING, SERVER AND INTERNET

Provide firewall, router, DNS, AD, etc. implementation, support and services

## OUR TEAM



### **Mike Wooldridge - President**

Mike draws upon nearly 20 years of strong and diverse management experience in developing a client centric environment with strategic operating plans, business modeling and personnel training and development. He oversees the company's day-to-day operations while investing an equal amount of time in providing vision for the future. He maintains clear communication and provides direction to all key personnel in order to achieve company goals and objectives. He is responsible for customer service and satisfaction. He interfaces directly with ESSEN COMPUTER TECHNOLOGIES, INC. clients to maintain clear communications and develop methods to address individual client needs, improve relationships and meet expectations.



### **Tammy Wooldridge - Vice President / Controller**

Tammy brings over 17 years of human resources and office management experience to ESSEN COMPUTER TECHNOLOGIES, INC., where she oversees the day-to-day operation of our human resources and financial activities. Tammy's previous experience includes working dispatch and office management for a service company..



### **Mike Johnson - Director of Technology**

Mike Johnson brings over 20 years of Enterprise-level IT management and analyst experience to Micro Solutions where he acts as our Director of Technical Services. Tapping into his vast experience he is able to oversee development of new services and management / enhancement of existing services. This approach allows Micro Solutions to continually provide our clients with the best technical services. He also oversees our technical staff.

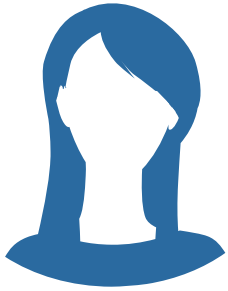
**Mike's previous experience includes:**

IT Senior Analyst

IT Analyst

Infrastructure Engineer

## OUR TEAM (CONTINUED)



### **Michelle Mabery - Business Development Manager**

Michelle is a powerhouse of determination and optimism. As our Business Development Manager she is all about generating growth. Her focus being on the creation of new opportunities, overseeing sales strategy and nurturing long-term relationships with our clients. She comes to us with a Bachelors of Science degree and over 15 years experience in sales and marketing focused within the IT industry.

**Randy Long - Sr. IT Analyst**

**Jim Wooldridge - Sr. IT Analyst**

**Ray Felker - Sr. IT Analyst**

## INDUSTRIES WE'VE WORKED **WITH**



Micro Solutions has **over 100 current clients** and provides services to a wide variety of industries in the following sectors

Healthcare

Financial

Non and Not for Profit

Engineering

Manufacturing/Development

Merchant

Technology

Law

Architecture

Educational





## FEATURED CLIENTS



Martha Lloyd Community Services

Prattsburgh Central School

First Heritage Credit Union

Costys Energy

Doug Gross Construction

Hunt Engineering

X-Gen Pharmaceuticals, Inc

Sprague Insurance

The Rockwell Museum

Carbonic Systems

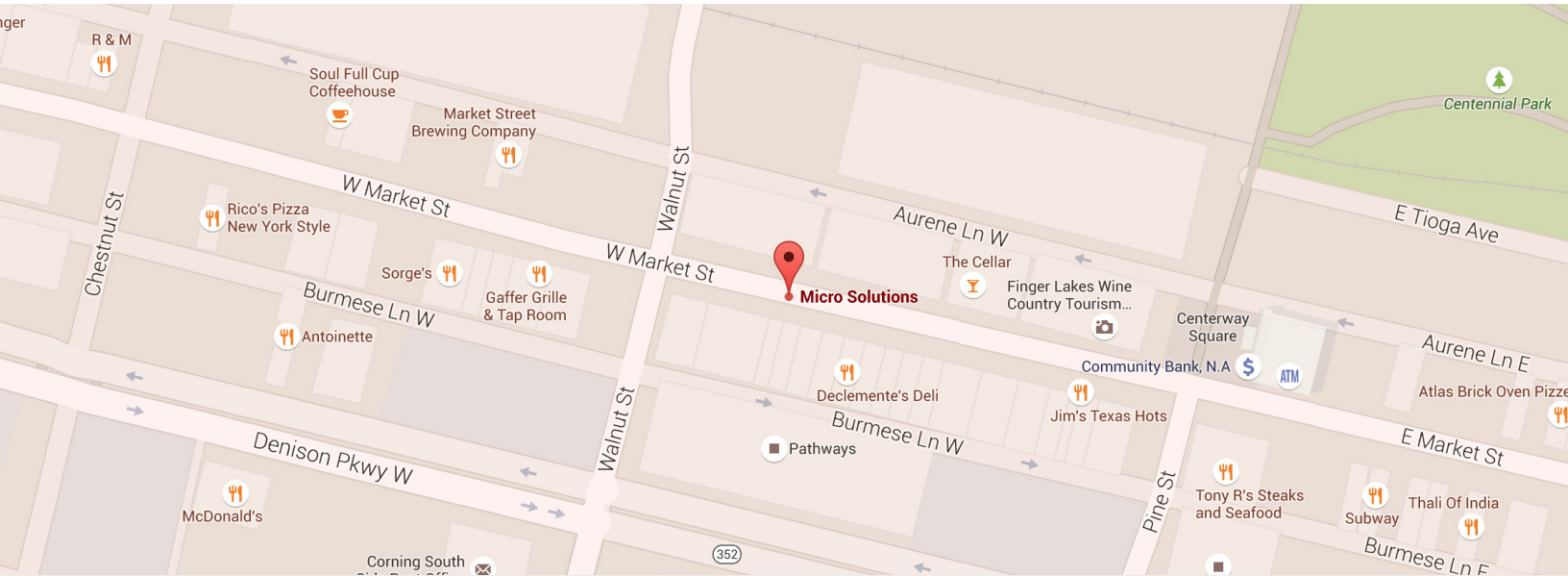
Alternative School for Math & Science

Streeter Associates, Inc

Corning Building Company CBC

Clemens Center

## CONTACT US



### WE LOOK FORWARD TO HEARING FROM YOU

Get in touch with us and see how your business can benefit with Micro Solutions on your team.

#### Address

Micro Solutions  
38 West Market St.  
Corning, NY 14830

#### General Information

[info@micro-solutions.net](mailto:info@micro-solutions.net)

#### Website

[www.micro-solutions.net](http://www.micro-solutions.net)

**Phone** 607.962.1542

**Toll-Free** 877.405.7763

**Fax** 607.937.6103

