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June 16<sup>th</sup>, 2008

## FOR IMMEDIATE RELEASE

Strategic Micro Systems, a leading provider of Information Technology services to small and midsize businesses in the NY/NJ Tri-State region, has announced that it will be offering a new unlimited service option for SMBs and Mid Sized clients. The all New **SMS Titanium Service Plan** will offer new and existing clients of Strategic unlimited\* on-site service calls, remote service calls, projects & implementations, and more, all for one flat monthly fee. A one year commitment is required.

Ted Passalacqua, CEO of Strategic says, *“What we’re basically saying here is for one monthly fee, SMS will provide your business with a complete turn-key IT department, one with employees that are constantly trained and certified in the latest technology. No worries about vacations, sick days, or any other HR related issues. No worries about IT projects running over budget. No worries about hourly deductions. Most everything a Small to Medium sized Business needs to run their company is included, except hardware of course.”*

Passalacqua claims the service plan fits the needs of many of their clients. *“What we’ve learned over the years is that many clients need full time IT support, but either don’t have the budget or don’t want the headaches typically associated with managing a full time employee or IT staff. They’re also tired of being billed “by-the-hour” and are more comfortable with a flat rate, as they typically permit clients to budget their annual IT costs more predictably.”*

Many companies are too small for a full time IT person or don’t want to deal with costs associated with hiring a full time technical consultant. Passalacqua says, *“To see the value in this service, clients need to be cognizant of the fact that a full time IT employee will cost them a minimum of \$60,000 p/yr, plus taxes, benefits, and HR management costs. Add a second IT staffer and the costs easily exceed \$100,000. What this plan does is give our clients access to up to 10 different Microsoft Certified Technicians, all whom possess a passion for technology and have tremendous real-world experience. It also gives them instantaneous response when there is a problem, and takes away the headaches and aggravation of managing more staff – allowing them to focus on running their business, all at significantly less than a full blown IT staff.”*

Some have called Passalacqua’s offering a bit extreme, since an unlimited service plan could drain his company’s resources and actually end up costing him money. But Passalacqua is not concerned. *“We know we’re the best of the best when it comes to IT firms. Once given the opportunity to support our client’s network without budget constraints, we will ensure their systems will be setup for optimal performance, allowing our clients to enjoy better productivity from their staff, increased revenue, and of course, higher profit margins.”*

Another benefit to the unlimited package is that from a financial perspective, it’s in SMS best interests to keep their client’s networks running as efficiently and optimally as possible. *“When a client chooses the Titanium Service Plan, Strategic is on the “hook” to make sure their systems run flawlessly and reliably. So not only will the client lose money when there is a problem, SMS will too. And no one’s in business to lose money.”* says Passalacqua. Of course, all clients who choose the Titanium Support Package will retain complete control over their network infrastructure.

**To learn more about the Titanium Service Plan or for information on other Service Plans, please contact [sales@stmicro.net](mailto:sales@stmicro.net) or call 973-628-0099.**

\*Exclusions, which include hardware, software, web development, cabling, and more. Contact SMS for complete details.