evan360®

2021 Media Kit

Who We Are

EVAN360 is an instant, personalized support tool that improves productivity and helps organizations thrive. EVAN360 allows teams to customize a unique support environment where employees can connect to internal team members and external contractors for help without the wait. Support from EVAN360 is accessible, fast, and effective so problems are solved by the right expert the first time.

Why We Created EVAN360

Finding adequate support as a business is rare. Many organizations face problems when it comes to finding an effective support solution. Traditional means of support simply aren't equipped to answer questions quickly and correctly. Employees get stuck in a queue or put on hold, and problems take hours or days to solve. Productivity is lost and employees become frustrated and disengaged. We created EVAN360 to solve this problem.

EVAN360 is reinventing and re-humanizing the support process so employees can connect to a human expert in minutes and have problems solved the right way the first time. We believe a support solution should make your company more efficient and effective—not slow business down.

How EVAN360 Works

Companies use EVAN360 to immediately connect employees with the appropriate support personnel to solve issues the right way the first time. Support personnel can include internal employees and external contractors.

Simply log in to your company-specific portal and in three clicks you can select a help category, briefly explain the issue, and click submit. In minutes, you'll be connected to an expert who will begin the help session and communicate via phone, chat, and/or screen share. When the session is over, the user and expert can provide feedback. Audio and video recordings of every help session are saved for future use and quality assurance.

EVAN360 offers completely customizable solutions for any organization or department.

Internal staff	Contractors			
EVAN Master Certified Professionals				

| Submit a request through company portal | Experts who are immediately available are contacted | Connect to the right expert within minutes | Help session begins | Rate your experience and get back to work |

The EVAN360 platform is a comprehensive, customizable support tool that empowers organizations to significantly reduce support costs, increase productivity, and improve the employee experience.

Core Values

Security
We protect our customers' digital assets as if they were our own. Keeping data secure is our priority, which is why we guarantee their information will always be protected.

Reliability
EVAN360 is always available, 24/7. Our competent IT professionals perform consistently time and time again.

Transparency
Honesty and openness are at the top of our list. Nothing to hide, ever. We let our customers know exactly what's going on every step of the way.

Speed
The faster we fix a problem, the faster our customers can get back to work. We aim to provide a quality experience for our customers, solving problems quickly and correctly the first time.

EVAN360 is a Certified B Corporation

We are proud to be part of a community of organizations using business as a force for good. Certified B Corporations are businesses that meet the highest standards of verified social and environmental performance, public transparency, and legal accountability to balance profit and purpose. B Corps are accelerating a global shift to redefine success in business and build a more inclusive, sustainable economy. Learn more at bcorporation.net.

Certified

B
®

Corporation

This company meets the highest standards of social and environmental impact

Our Team

Leadership

Todd
President of Technology
& Operations

Michael
Vice President of Sales

Allie
Marketing Lead

Garrett
Operations Manager

Board of Directors

Peter
Co-founder &
Board Member

Bill
Co-founder &
Board Member

Jeff
Co-founder &
Board Member

Cathy
Board Member

In the Media

Published Articles

CMS Wire: "Can Tech Offer Employees a 4-Day Work Week?"

Zeguro: "Top Cybersecurity Considerations for Small to Midsize Businesses"

Small Business Edge: "Tech 2019: Do What You Do Best and Outsource the Rest"

SmallBizDaily:
"4 Tips to Getting IT Support Right for Small Businesses"

SmallBiz-Resources:
"3 Ways Small Business Owners Can Optimize the Work-Cation"

Varonis:
"52 Key Cybersecurity Tips: Your Playbook for Unrivaled Security"

AppSamurai:
"47 Breakout Apps to Watch"

Press Releases

EVAN360 Is Here! New Platform Launches Companies into the Future of Customer Support

June 6, 2019

EVAN App Revamp Gives IT Directors More Time to Be Strategic

January 29, 2019

Data Suggests Traditional Help Desk Solutions Fail to Meet Business Expectations

January 9, 2019

EVAN Disrupts Traditional IT Support Model Through Simple, Secure On-Demand Solutions

June 20, 2018

Interviews

Kirk Yuhnke's Tech Junkie Segment (FOX31 Denver)

Interview on Colorado's Best (FOX31 Denver)

The World's First IT Support Platform & a New Cybersecurity Handbook (The Enterprise Podcast Network)

Publications

Blog
Our team offers weekly insight on productivity, employee engagement, the support experience, and more on our blog.

Cybersecurity Handbook
We created our Cybersecurity Handbook to help growing businesses understand what cybersecurity means, why it matters, and how they can protect their business. It contains stories, advice, and other original content that emphasizes people, not technology, as the key to a successful IT environment.

Philanthropy

EVAN360 believes in supporting our community with an emphasis on future generations. We actively support Boys & Girls Country of Houston through volunteer and financial contributions. We love spending time with and supporting the kids at Boys & Girls Country as they prepare for their own careers. From resume writing workshops to sponsoring a cottage, our team is dedicated to investing in younger generations.

Notable Events

• BE Midmarket CIO Forum (Louisville, KY, April 2019)
• BNI National Conference (Dallas, TX, April 2019)
• SXSW 2019 Trade Show & Capital Factory Startup Crawl (Austin, TX)
• Small Business Expo (Houston, TX, December 2018)
• Houston CPA Society IT Update speaker (Houston, TX, November 2018)
• Veterans Opportunity Fair (Austin, TX, November 2018)
• GotSpot Launch Party sponsor (Houston, TX, September 2018)
• FUND Conference (Austin, TX, April 2018)

Logos

Please do not modify the integrity of the EVAN360 logo in any way. This includes changing colors, reversing, re-spacing, removing elements, and/or adding elements to or near the logo. If you have questions about logo use, please email info@evan360.com.

Full Color (use on white backgrounds)

PNG | EPS | JPEG

White (only use on dark backgrounds)

PNG | EPS

PNG | EPS | JPEG

PNG | EPS

Contact Info

Please contact info@evan360.com with questions or requests related to media use.

Our Offices

9977 W. Sam Houston Parkway N.
Suite 120
Houston, TX 77064

Connect

Legal Information

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NAICS Code: 541511

A BBB ACCREDITED BUSINESS ®

Certified

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Corporation

This company meets the highest standards of social and environmental impact