



Media Kit
2019

Who We Are

EVAN provides non-traditional, on-demand IT support for growing businesses and individuals.

Why We Created EVAN

Finding valuable IT support as a growing business is difficult, if not impossible. Current IT support at most companies looks like this: Scheduling an appointment with an external IT help line, calling the help line the next day, then waiting on hold while being transferred from “expert” to “expert,” none of whom are actually able to solve the problem. It costs business owners and employees time and money they can’t afford to waste.

We knew there had to be a better solution. So we created EVAN.

Our goal since the beginning was to create a platform where growing businesses could find instant, reliable, and secure IT support and be freed up to focus on what’s most important—growing their business.

Check out our commercial [here](#).

How EVAN Works



Tell us what
you need



Instantly connect
with a pro



Get back to
business

Contact us through our website or mobile app and be connected right away with a highly-trained Master Certified IT Pro. They will help you fix the problem directly so you can get back to work fast.

No matter the IT problem, EVAN can help. Our areas of expertise include Microsoft Office, cyberthreats and cybersecurity, cloud migration, network and internet connectivity, hardware and software, accounting systems, websites, system updates, and more.

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.

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.

Reliability

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

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.

Pricing

One-time Sessions

Our IT Pros are available to anyone, anytime. A free trial is available to all first-time customers. After that, every session is \$60 per 30 minutes.

Subscriptions

In addition to the support we provide on a 24/7, as-needed basis, we offer several subscription options for those seeking consistent IT support.



Basic

\$19/month

Best for 1-4 users

\$60 every 30 minutes

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- 24/7 access to Master Certified Professionals
 - Instant response and no hold time
 - No commitment or contract required



Unlimited

\$100/month

Best for 5-25 users

No additional charges per use

-
- Company administration tools
 - Unlimited access to your account manager
 - Custom assigned Master Certified Professionals



Enterprise

Custom pricing

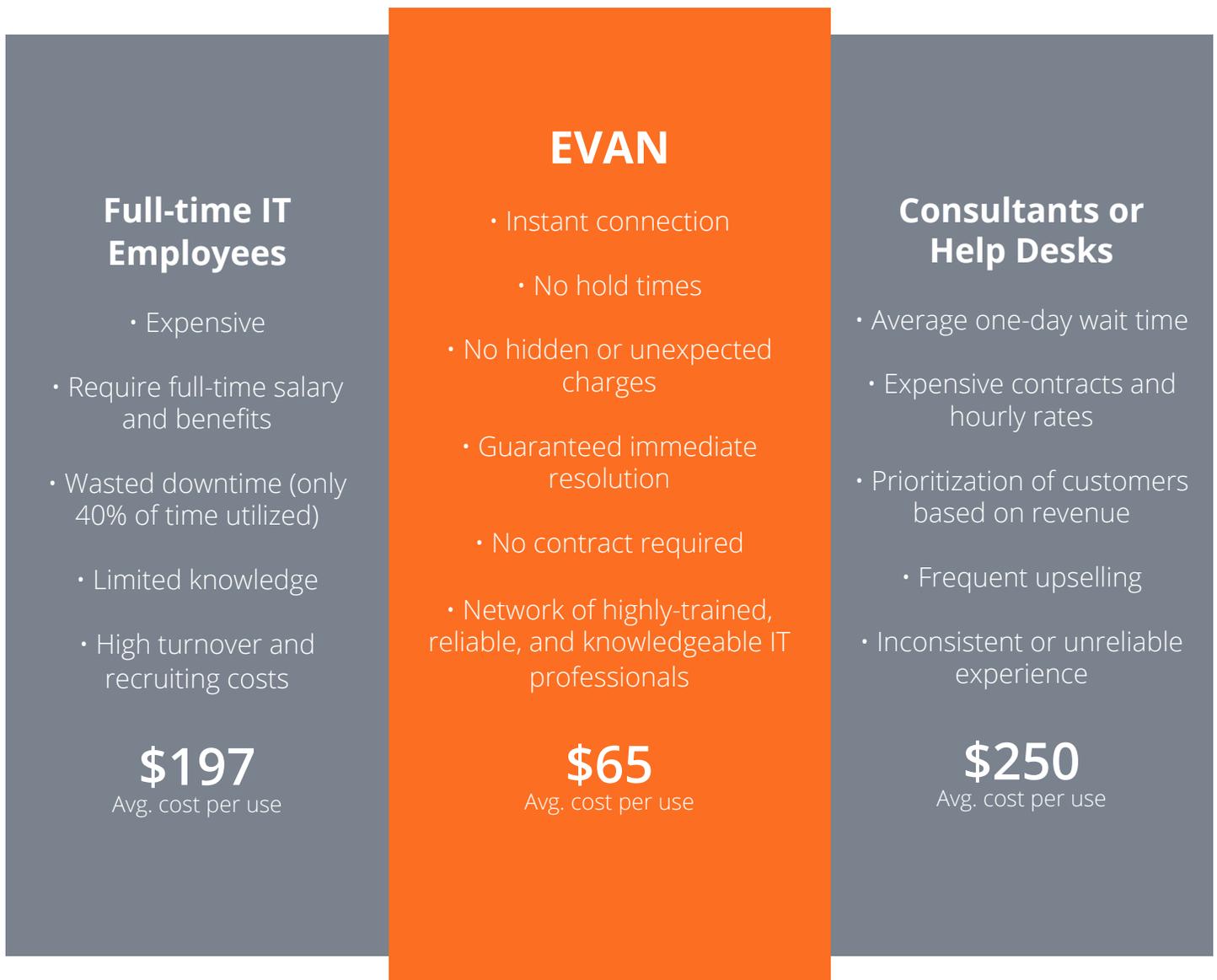
Best for 25+ users

Internal IT staff integration

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- Fixed rate with no long-term contract
 - Inventory and asset management assistance
 - Custom designed hybrid IT environment

Competitive Advantage

EVAN is the first, true on-demand platform for solving IT problems. The age of help tickets and waiting for support is over, and EVAN is turning IT support on its side.



Comparison based on 2017 industry surveys of IT support services

Leadership



Mary Critelli

President, Strategy & Partnerships

I spent six years as a management consultant and truly enjoyed helping companies streamline processes and implement new technologies to make their business run better. When EVAN's founders told me about their idea of making IT support easier, faster, and more affordable for companies, I wanted to be a part of the movement.

I work with thought leaders across industries to find proactive solutions to meet their growing IT needs. I also work to form exclusive, strategic partnerships to connect our customers with other trusted service providers that can address their non-IT needs.



Todd Boutte

President, Technology & Operations

I joined EVAN after 15 years of academic and professional experience related to operations and logistics, primarily in privatized housing and higher education. These experiences always drove me to look for a better and more efficient way of completing a task or achieving a goal. EVAN is exactly that for IT support.

As the go-to tech guy my whole life, earning my "Master IT Pro Certification" before there was such a thing, I've enjoyed combining my passion for technology with my career interests in operations and project management. I was immediately drawn to EVAN's commitment to maintaining a secure and transparent platform, as well as the priority to educate and inform our customers. I now support these values by overseeing the development of our application, web presence, and the recruitment, screening, and training of our IT Professionals.

Board of Directors



Peter Purcell

I started my career setting up a support group for 100+ users of the first ever major deployment of IBM PC-XTs. After getting my MBA, I became a consultant for a large professional services firm responsible for merging large IT support groups. During this time, I acted as temporary CIO for three companies. I later became an IT Strategy and Operations Partner at Deloitte where I enjoyed advising clients on establishing robust IT support functions.

In 2010, I left Deloitte and co-founded a small consulting firm, Trenegey, where I established an IT support model to keep the business running and consultants productive. One day, desperation led to an epiphany—an on-demand IT support model. We could use it and help other small businesses get the same support as larger organizations. EVAN was born! I serve as a board member for EVAN and advise the team on operational challenges.



Bill Aimone

Fifteen years ago I joined the partnership of Deloitte Consulting. One of the perks of being a Partner at the world's largest professional services firm was having hotline access to IT support. Time was money and ensuring immediate access to IT assistance was paramount. Fast forward to 2010—I left Deloitte and co-founded a small consulting firm, Trenegey. Finding IT help was difficult. After frustrating cycles through various managed services firms and frazzled independent IT guys, we brought IT support in house. In our case, in-house meant my business partner.

A business owner providing IT support was a waste of time and money. An epiphany came—what if small businesses could get the same level of support Big Four partners have, only at a lower price! This was the genesis of EVAN. I serve as EVAN's "non-IT guy" co-founder and advise on all financial, legal, and marketing matters.



Jeff Aimone

I have a passion for finding better ways to solve difficult business problems with technology. When Bill and Peter approached me about building a platform for an on-demand IT service model, all I could say was, "This will turn IT on its side and we can do this."

For more than 25 years, I have supported business initiatives and IT organizations in a variety of roles performing a myriad of functions. I see myself as a visionary and I see a transformation occurring within IT and IT support—EVAN is leading the way to transform the traditional and expensive IT support model. As a co-founder and board member of EVAN, I serve as the architect and advisor for all things technical.

In the Media

Published Articles

SmallBizDaily:

["4 Tips to Getting IT Support Right for Small Businesses"](#)

SmallBiz-Resources:

["3 Ways Small Business Owners Can Optimize the Work-Cation"](#)

Featured in Small Business Edge's ["Tech 2019: Do What You Do Best and Outsource the Rest"](#)

In the News

Kirk Yuhnke's [Tech Junkie Segment](#) (FOX31 Denver)

[Interview on Colorado's Best](#) (FOX31 Denver)

Press Releases

[EVAN Disrupts Traditional IT Support Model Through Connecting Customers with Specialists for Simple, Secure On-Demand Solutions](#)

June 20, 2018

[Data Suggests Traditional IT Service and Help Desk Solutions Fail to Meet Business Expectations](#)

January 9, 2019

[EVAN App Revamp Gives IT Directors More Time to Be Strategic](#)

January 29, 2019

Notable Events

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

Publications

Blog

Our team writes regularly about IT-related news, updates, and practical how to's 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.

Webinars

We aim to support our customers by not only solving IT problems, but by training them on IT-related topics, as well. Check out our recent webinar, "Getting IT Right for Your Small Business," [here](#).

Philanthropy

EVAN 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 a younger generation.



BOYS & GIRLS
C O U N T R Y
A Home for Children

Logos

Please do not modify the integrity of the EVAN logo in any way. This includes changing colors, reversing, re-spacing, removing elements, and adding elements to or near the logo.

Full Color (use on white backgrounds)



[PNG](#) | [EPS](#) | [JPEG](#)



[PNG](#) | [EPS](#) | [JPEG](#)

White (only use on dark backgrounds)



[PNG](#) | [EPS](#)



[PNG](#) | [EPS](#)



EVAN Orange
#fd6e22
RGB: 253, 110, 34
CMYK: 0, 75, 100, 1

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Connect



Legal Information

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NAICS Code: 541511

