evan®

Media Kit

2019

Who We Are

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

EVAN360 leverages our flagship EVAN application and is a revolutionary Saas platform for leaders of support organizations to manage unplanned demand. The platform is designed to be an internal technical support solution for large companies.

Why We Created EVAN

Finding adequate IT support as a business is rare. Current IT support at most companies involves submitting a help ticket and waiting hours or days for a response, bringing an employee's work to a screeching halt until the problem is solved. Managed service providers are rarely able to respond fast enough, and full-time IT support professionals are costly.

We knew there had to be a better solution, so in 2017, we created EVAN, the first, true on-demand IT support platform.

With the EVAN platform, companies can say goodbye to employee downtime and unreliable support. Now, companies can 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

Submit a help request through our website or mobile app and be connected with a highly-trained Master Certified IT Pro within minutes. They will help fix the problem directly via phone, screen share, and/or live chat so you can get back to work fast.

No matter the 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.

Tell us what you need	Instantly connect with a pro	Get back to business

How EVAN360 Works

EVAN360 is a revolutionary SaaS platform for business leaders to manage unplanned demand. The platform serves as an internal technical support solution for larger companies, allowing companies to share a common infrastructure while maintaining a secure environment to fit business needs. Companies can now use EVAN360 to immediately connect with the appropriate support personnel to solve issues the right way the first time.

Internal staff   Contractors

EVAN Master CertiPed Professionals

Submit a request through company portal	Experts who are immediately available are contacted	Connect to an expert within minutes	Help session begins	Rate your experience, save expert as a favorite, and get back to work

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

• 24/7 access to Master Certified Professionals

• Instant response and no hold time

• No commitment or contract required

Unlimited
$100/month

Best for 5-50 users

No additional charges per use

• Company administration tools

• Unlimited access to your account manager

• Custom assigned Master Certified Professionals

Enterprise (EVAN360)
Custom pricing

Unlimited users

Complete platform control

• Fixed rate with no long-term contract

• Integration with internal staff

• Custom designed hybrid environment

Competitive Advantage

EVAN is the first, true on-demand platform for immediate problem solving. The age of help desk and traditional ticketing solutions is over, and EVAN is paving the way for companies to receive the right support the first time.

Full-time Support Employees

· Expensive

· Require full-time salary and benefits

· Wasted downtime (only 40% of time utilized)

· Limited knowledge

· High turnover and recruiting costs

$197
Avg. cost per use

EVAN

· Instant connection

· No hold times

· No hidden or unexpected charges

· Immediate resolution

· No long-term contracts required

· Network of highly-trained, reliable, and knowledgeable professionals

$65
Avg. cost per use

Consultants or Help Desks

· Average one-day wait time

· Expensive contracts and hourly rates

· Prioritization of customers based on revenue

· Frequent upselling

· Inconsistent or unreliable experience

$250
Avg. cost per use

Comparison based on 2017 industry surveys of IT support services

EVAN's 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
EVAN 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.

Leadership

Tracy Moore
Director of Business Development

I've been helping companies streamline operations and run smarter through the power of simple, efficient technology tools and the love of problem solving for more than 18 years. I have the unique ability to connect people to the right resources and have the great pleasure of being part of this ground-breaking team as we change the way companies connect their people to the instant, on-demand support they need.

I grew up in Chicago where I learned what true cold is, how to properly eat a hot dog, LSD is not necessarily a drug, and the art of patiently waiting decades for your sports teams to win again. I lived in Washington D.C. for 18 years where I famously almost ran over George Stephanopoulos (it wasn't my fault!). I never once worked in politics or for the government, but I loved the unique, international vibe and access to Ben's Chili Bowl. I now happily live without winter in Austin, Texas, eating the best barbecue in the world. I can usually be found hanging out with other people's dogs, rummaging through thrift stores, or generally trying to help keep Austin weird.

Todd Boutte
President of 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-found a small consulting firm, Trenegy, 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-found a small consulting firm, Trenegy. 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"](#)

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)

[World's First IT Support Platform & New Cybersecurity Handbook](#) (Enterprise Podcast Network)

Publications

Blog
Our team offers weekly insight on IT-related news, updates, how to's, 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.

Webinars
We support our customers by not only solving IT problems, but by providing training on IT-related topics. 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 younger generations.

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

Notable Events

• Business Tech Expo (Austin, TX, July 2019)

• BE Midmarket CIO Forum (Louisville, KY, April 2019)

• BNI National Conference (Dallas, TX, April 2019)

• SXSW Trade Show & Capital Factory Startup Crawl (Austin, TX, March 2019)

• 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 EVAN or EVAN360 logo in any way. This includes changing colors, reversing, re-spacing, removing elements, and/or adding elements to or near the logo. The EVAN logo encompasses our brand as a whole, while the EVAN360 logo specifically represents the EVAN360 enterprise platform. If you have further questions about logo use, feel free to reach out at evan@evan360.com.

Full Color (use on white backgrounds)

White (only use on dark backgrounds)

PNG | EPS | JPEG

PNG | EPS

PNG | EPS | JPEG

PNG | EPS

PNG | EPS | JPEG

PNG | EPS

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Connect

Legal Information

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