



evan360<sup>®</sup>

2020 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.



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](https://www.bcorporation.net).

## Certified



This company meets the highest standards of social and environmental impact

Corporation

# 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.



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

# 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](mailto:info@evan360.com).

**Full Color (use on white backgrounds)**



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



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

**White (only use on dark backgrounds)**



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



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



# Contact Info

Please contact [info@evan360.com](mailto:info@evan360.com) with questions or requests related to media use.

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## Connect



# Legal Information

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NAICS Code: 541511



Certified



This company meets the highest standards of social and environmental impact

Corporation