The OnPar Report

"Insider Tips to Make Your Business Run Faster, Easier and More Profitably"

We're Celebrating Our 10th Year in Business and we want to share the celebration with you! This edition of our newsletter takes a look back at OnPar throughout these past 10 years. Filled with everything about OnPar, this newsletter will feature an interview with the CEO, old logos from OnPar's startup, information about our awesome employees, and so much more! We'd also like to take the time to thank you, our clients, for your patronage and loyalty! You are the reason we continue to thrive and always strive to provide the best services possible!

About Us: OnPar's Beginnings, Missions, and Goals

Founded in 2007, CEO Jeremy McParlan began OnPar Technologies out of his passion for business, technology, creative freedom, and helping others. At the time, in 2007, there was a great deal of confusion as to what exactly "Information Technology (IT)" meant for businesses.

Many companies were dealing with limited integration and redundancy between systems. Jeremy McParlan saw this as an opportunity to guide businesses to tie everything together so that the various systems were better connected, better integrated and "on par" with one another.

OnPar Technologies is dedicated to helping our partners unleash opportunities and we are able to accomplish this through the following:

1. Implement innovative technology that is simple, lean and integrated so that our clients can excel and profit in the digital age

2. Provide a service and support experience second to none.

3. Build a company that employees are proud to work for and one in which customers trust and enjoy doing business with.

OnPar strives to consistently bridge the gap between people and technology so that *people* are able to be successful and prosper. We view technology as an amazing and powerful *tool* that can propel people and businesses to new heights. We believe in unleashing your business so that you are able to be more productive and efficient than ever before.

Collectively, OnPar Technologies is a forward thinking company with a passion for problem solving and technology. We enjoy tackling business challenges that many companies face with new and innovative technologies.

Internally we utilize many of the same solutions that we offer our customers, and we have managed to create a flexible, distributed work environment that offers a near perfect work-life balance.

As a company, OnPar has a great deal of creative freedom and synergy that continues to propel us. We take pride in our mutual success and celebrate even the smallest achievements.

Ultimately, our goal as an IT provider is to leave a lasting impression by providing a positive experience all around. Our experts strive for 'first call' resolution, dedicating time, attention and top talent to every call. That is why we want to be your trusted resource because we pride ourselves on being a highly ethical company and believe in always doing the right thing for our clients as well as our employees.

An Interview With The CEO: A Look At OnPar's Past, Present and Future

With 20 years of information technology experience, Jeremy has led businesses in a variety of industries in embracing advanced IT solutions. He has a number of Microsoft certifications, earning his first in 1995.

Jeremy has held a range of IT management positions, including Chief Technology Officer, in the banking, transportation and hospitality industries prior to starting OnPar Technologies. He has lead significant technology projects including consolidating and updating communications, servers, databases, network infrastructure, security systems and end client capabilities.

Jeremy began OnPar in 2007 to help businesses recognize how new technologies can benefit them and capture the value of their technology investments.

Jeremy McParlan
CEO & President
OnPar Technologies

What were you doing at the time in 2007 that prompted you to begin OnPar Technologies?

In 2007 I was the IT Director for a marketing agency chartered by the NC General Assembly and local governments to promote Durham, NC as a visitor destination. With advancements at the time in IT remote maintenance and management tools, I saw a business opportunity providing Information Technology services to a broader base while still serving the local community. In fact, OnPar's first client was the destination marketing agency I had previously worked for.

### What was your vision for OnPar in 2007 versus what it is now?

Despite the radical shift to 'cloud' that occurred during the Great Recession, the vision hasn't changed: (1) Implement innovative technology that is simple, lean and integrated so our clients excel and profit in the digital age. (2) Provide a service and support experience second to none. (3) Build a company that employees are proud to work for and that customers trust and enjoy doing business with.

What were some of your biggest challenges you faced when beginning this company?

In the beginning when you're a "one-man band" you do it all. I was a technician with some business management experience, but needed to wear other hats: accounting and finance, sales, marketing, legal, HR, etc. It's a challenge to juggle and you learn quickly to tap in to outside talent or bring in talent to satisfy all the roles. You don't know it all and you can't do it all. It's a constant learning experience. Keeping up with the pace at which things change is the biggest ongoing challenge we face. The rate of innovation in technology is staggering and accelerates every year. Innovation offers opportunity but brings a variety of challenges such as increased competition, regulatory and compliance issues and security concerns.
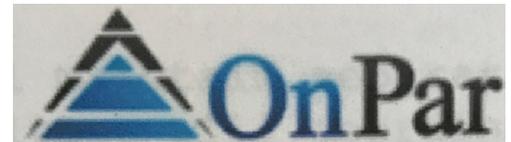
OnPar 2008 Logo
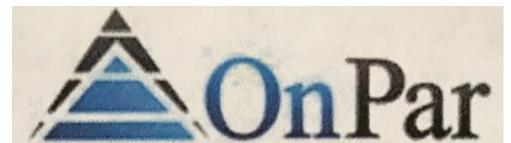
OnPar 2009 Logo

OnPar 2011 Logo

OnPar 2012 Logo

What are some of your proudest accomplishments in these 10 years?

I'm very proud that we've distinguished ourselves as one of the top Microsoft Partners in the US. As a young kid, I remember tinkering with MS-DOS. When MS Windows hit the scene, I was mesmerized. I've worked with Microsoft technology all my life and it's been incredible to be part of the evolution as a Microsoft Gold Partner. There is a bit of nostalgia because even the most recent release of Windows, Windows 10, retains some of the core functions from 1985. Aside from the Microsoft Partnership, I'm most proud of the numerous case studies, testimonials, and feedback we've received from the customers we serve. It's positive proof we're accomplishing what we set out to do, providing clients with unrivaled technology solutions and customer service.

OnPar 2013 Logo

OnPar 2014 Logo

Why do your customers choose OnPar Technologies over other IT Support companies?

I think we offer a unique experience joining enterprise-class technology solutions with a small company feel and "VIP" customer service. Our engineers have a high level of technical proficiency and a "fix it the first time" attitude. Communication is straightforward with no nonsense or geek-speak. We're also very selective with our industry partnerships. We choose the best, fully commit to their programs, and leverage those relationships and associated technology to the max.

OnPar 2015- Current Logo

How would you describe our company culture?

Collectively we are forward thinking with a passion for problem solving and technology. It is fun and rewarding to tackle business challenges with new and innovative technologies. Internally we utilize many of the same solutions that we offer our customers and have created a flexible, distributed work environment that offers near perfect work-life balance. There is a great deal of creative freedom and synergy that continues to propel us. We take pride in our mutual success and celebrate even the smallest achievements. As a truly virtual company, we look forward to getting the whole team together for travel and fun!

What do you want OnPar to be known for?

I want OnPar to leave a lasting impression by providing a positive experience all around. Our experts strive for 'first call' resolution, dedicating time, attention and top talent to every call. I also want OnPar to be a trusted resource. We are a highly ethical company and believe in doing the right thing. I want that to be apparent when interacting with our team.

What do you enjoy doing in your spare time?

Most of my spare time is spent with my family, my wife Kristin and two young children, Natalie and Jack. There is never a dull moment with the kids. I also enjoy watching sports, traveling, golfing, playing guitar and cooking in the deep fryer, slow cooker and most recently the smoker. I'm planning to include more exercise in my spare time in 2017 but we'll see how that goes!

Meet the OnPar Staff!

Donna Hall: Director of Business Development

Donna brings more than 16 years of experience to OnPar clients and has created close relationships with a range of SMB and enterprise customers. She holds certifications from Microsoft, Cisco, and VMWare. Donna has been with OnPar for over 2 years. Donna's favorite food is cheesecake, she loves the movie *Tommy Boy*, and she owns three miniature horses!

Erin Halstead: Chief Financial Officer

Erin began her career with OnPar just over 2 years ago. She received her Hospitality Business degree from Michigan Sate University and prior to OnPar worked in the retail and banking industries. Erin's favorite food is Chinese, she enjoys the movie *Serendipity*, and she has 3 sons who all root for MSU and love star wars!

Andrea Slezak: Service Manager

Andrea has been with OnPar since 2016. She received her Bachelors of Business Administration from Northwood University. She has over 15 years of experience in business administration and customer service management. Prior to OnPar, she worked in the banking industry for over 13 years. Andrea's favorite food is Mexican with Margaritas, she loves the movie *The DaVinci Code*, and more recently has taken up running because her 8-year old son wanted to race in a 5K

Kary Peters: Marketing Coordinator

Kary began her career with OnPar in late 2016. She received both her Bachelors and Master's degrees in Communication Studies from UNC-Greensboro. Prior to OnPar she taught communications courses at UNCG and worked in process improvement. Kary's favorite food is popcorn, she loves the movie *Moulin Rouge!*, and she lived in Puerto Rico for 10 years!

Scott Stafford: Technical Services Manager

Scott began his career with OnPar in 2013 and has more than a decade and a half of experience managing technical and implementation processes across a range of projects. He leads OnPar's cloud implementation strategy and he and his team have managed migrations of more than 4,500 users to O365. Scott's favorite food is Mexican, he enjoys the movie *Friday*, and the most interesting thing about him is his son Cole.

Jason McCrary: Technical Services Engineer

Jason has been with OnPar since 2016. Prior to OnPar Jason worked as a Technical Director and has been in the IT field for over 15 years. Jason's favorite food is Japanese, he enjoys the *Jason Bourne Series*, and he is the RA leader for his church!

Emily Venable: Client Services Coordinator

Emily has been with OnPar since 2015. Emily began her career as a claims adjuster for Nationwide Insurance and then in 2010 started working in the IT industry. Emily's favorite food is sushi, she loves the movie *Forrest Gump*, and she has jumped out of a plane twice!

Emily Walters: Technical Support Specialist

Emily began her career mid 2016 after graduating from East Carolina University. Emily's favorite food is her sisters chicken casserole, she enjoys the movie *The Little Mermaid*, and she has been playing console games since she was 4 years old!

Our Most Recent Achievement!

In early 2017, OnPar Technologies acheived both the Gold Cloud Productivity Competency and Gold Cloud Platform Competency! The competencies recognizes managed service providers who have displayed a high level of expertise with Microsoft products and have showcased their ability to deploy and support a customer's Microsoft services.

Microsoft Partner

Microsoft

Gold Devices and Deployment
Gold Hosting
Gold Windows and Devices
Gold Small and Midmarket Cloud Solutions
Gold Cloud Productivity
Gold Cloud Platform
Silver Datacenter
Silver Midmarket Solution Provider

Achieving this gold level demonstrates a best-in-class ability and commitment to meet Microsoft customer needs in today's dynamic, mobile, cloud-first business environment. These competencies are added to OnPar's portfolio of Microsoft competencies that showcases OnPar as committed to focusing on in-demand, business solution areas throughout the evolving needs of customers. OnPar Technologies has implemented numerous effective Office 365 and cloud solutions, and these Gold Competencies are proof that those deployments have proved valuable to OnPar's clients.

OnPar's Service Update!

Our OnPar technicians have recently started rolling out a new agent to our managed service clients. This new agent is integrated with our current CRM, which allows our clients quick access to our Customer Service Portal. Now, from your taskbar, you can quickly and easily create a ticket, or link directly to our Customer Service Portal to view your open tickets. Our Solutions Specialist has put together a step-by-step video to walk you through these great new enhancements: **http://tinyurl.com/managedserviceportal**

You Can Still Win a FREE 70" Samsung TV Before the Super Bowl!

Just be the individual to refer the most business to us before January 30, 2017!
But hurry! The deadline is approaching fast!

The winner will be notified January 31, 2017 and will receive the TV before the Super Bowl!

Refer now!: www.onpartech.com/free-tv/

UHD TV