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#### FOR SERVICE...

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## ***Behind the Clouds***

By: Mike Minnich

If you are like many clients, you are hearing a lot about “the cloud” and wondering “Is it a solution for us?” First, let’s define “cloud”:

- **Private Cloud.** Your application or service is located on servers in your building. No public Internet or private connection is needed to access the applications locally. The application or service is only for your organization.
- **Public Cloud.** Your application or service is located on servers in a co-location data center that is connected to your site via the public Internet. The application or service serves your organization and many others. (e.g. Office 365, Salesforce.com).
- **Local Cloud.** You access an application or service located on servers sitting in a co-location data center that is connected to your site via a private circuit. The application or service serves you and many others.

We believe strongly in local cloud solutions which enable collaborative opportunities without reliance on the public Internet. This protects your business against potential “metered usage pricing” that has been demonstrated by some carriers, while providing high availability and predictable costs.

This is particularly important as carrier’s business models must adapt to the reality that real-time entertainment (think Netflix) now makes up 49.2% of peak period aggregate traffic. Video, which not too long ago was viewed as non-essential during business hours, is clearly dominating bandwidth as videoconferencing and HD and 3D technologies become more prevalent.

Through fiber projects like the one in Logan County, more of our clients will have access to local cloud solutions. In fact, a joint venture between Fiber Farms and DRS of Youngstown, Ohio will soon enable video, data and Internet traffic using a 10Gbps backbone from Bellefontaine, to Union Rural Electric (URE) in Marysville, to Consolidated Rural Electric (CRE) in Ostrander and then to Worthington and Dublin where our leased fiber will connect to other leased strands owned by the City of Dublin known as Dublink or the Columbus Fiber Network (CFN).

Exciting stuff! Stay posted,  
Mike

## ***Change to our Billing and Shipping Procedures***

With the opening of our Bellefontaine NetGain Operations Center (NOC) we are implementing a new capability to stage equipment. Rather than ship equipment to your site to be stored until the project is deployed, equipment will be shipped and held at our facility where it can be configured and tested. This procedure ensures our engineers have all the equipment necessary to successfully deploy onsite when scheduled.

Matching our new process is a change in billing procedures for non-lease project work. All projects will require a 40% deposit with 60% payment upon completion, unless other milestone arrangements are made within the service attachment. This new procedure eliminates the multiple invoices you receive due to multiple product shipments.

Please note that title to the goods passes to you upon shipment to NetGain and that goods must be insured by you (Client) even though they are shipped to our facility.



We have listened to your feedback and are working diligently to set clearer expectations and simplify business processes while optimizing your business results. Please continue to share suggestions with us.



## ***Tracking Your Assets***

Inventory management is one of the many services we perform for

our Managed Service (MS) clients. In the near future, NetGain technicians will begin labeling all MS client's servers, workstations, printers and network devices, regardless of whether NetGain manages these devices. They will be tagged with a sticker indicating the device number and number to call for support. This device will be added/ updated in Level Platforms (our monitoring tool) as well as ConnectWise (service ticketing system). When reporting a service request, users will be asked for the device number—creating a historical record of incidents against that device. In addition to better management and tracking of inventory, reports by device will be available to vCIOs as they work with you to assess device performance and plan budgets.



## ***Feedback Vital to Improvement***

When Kelly Jones, our new COO, joined in April she asked clients what they liked about NetGain and what should be improved.

“One of the things we heard loud and clear was the need for strong project management,” Kelly remembers. “Clients said we had opportunities to help them solve additional business problems, but we needed to do a better job of setting expectations and communicating throughout the project.”

We took this feedback to heart and recently hired a Project Manager. But, we aren't stopping there. We have formalized a two-part feedback process that includes a post-ticket survey to better understand users' experience with our service team and a quarterly NetPromoter survey for executive

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# WELCOME

We are pleased to welcome the following clients and employees to NetGain!

## Green Hills Retirement Center

Meet our newest Managed Services client—Green Hills. Under the direction of Mike Ray, this 60-acre facility situated just north of West Liberty offers independent and assisted living, along with an 89-bed skilled nursing center, DayBreak Adult Day Services, child care and private rooms for dementia and Alzheimer's care. Green Hills is a past client that we are excited to be working with once again.



## Angela Lewis, Human Resources

Angela will use her background in compensation, staffing and performance management to define the systems, processes and tools necessary to retain and grow our employee base in concert with our values and client needs. When Angela is not working for NetGain she is the Executive Director for Girls on The Run, a life-changing, non-profit, character development program that educates and prepares girls in 3rd through 8th grade for a lifetime of self-respect and healthy living.



## Referrals Welcome

We are continually recruiting for great employees. If you know of a great candidate, send us their name and contact information, or have them send a resume to [hr@netgainis.com](mailto:hr@netgainis.com).



Follow us: [DataForce24x7](#)

## Jay Ward, Project Manager



Jay joins the team as Project Manager/ Technical Sales Engineer. Jay's role begins once an opportunity has been qualified by the sales team. She will assist sales in translating customer requirements into a statement of work and will be accountable for managing won opportunities through successful completion. Her role will evolve to include increased technical support in the proposal phase as she learns our company and offerings, and becomes a Cisco Certified Design Associate (CCDA).

Jay brings over 10 years' experience in the telecommunications industry as Engineering Project Manager and Sr. Transport Engineer for Qwest Communications. Through these positions she has gained experience in all facets of engineering, operations and administrations, including the deployment of fiber runs. For her work at Qwest Jay was awarded the Spirit of Service award—an exceptional award recognizing seven of 37,000 employees for their commitment to Qwest's values.



## Jacob Irwin, Summer Intern Extraordinaire

Our summer intern has headed off to school, but he promises to be back. Jacob, the son of David and Sue Irwin of Marysville, is a senior this fall at Ohio University. Based on his experience this summer configuring switches and routers, Jacob thought about changing his major to Network Engineering—but in the end found that staying the course would be more prudent (and affordable)!



## Familiar Faces...New Roles

Congratulations to **Meghan Williams** who has assumed the role of Service Coordinator and to **Jim Lange** who is now Customer Education and Preventative Maintenance Manager.

# Inc. 500 || 5000

NetGain is proud and humbled to be one of just 186 Ohio companies included in the 2011 *Inc. 5000* list of the nation's fastest-growing private companies. NetGain grew 34% over a three-year period, garnering spot number 3920 .

Despite a stagnant economic environment, median growth rate of 2011 *Inc. 500|5000* companies remains an impressive 94 percent. The companies on this year's list report having created 350,000 jobs in the past three years,

***"This award is a testament to the relationships we have built with our clients ..."***

***—CEO, Michael Minnich***

and aggregate revenue among the honorees reached \$366 billion, up 14 percent from last year.

"This award is a testament to the relationships we have built with our clients and our continued commitment to their satisfaction and business success," explained company CEO Michael Minnich, "as growth continues to be organic and largely from client referrals."

The full list, including company profiles and an interactive database that can be sorted by industry, region, and other criteria, can be found at [www.inc.com/5000](http://www.inc.com/5000).

## **Michael Minnich Named MSPmentor**

Michael Minnich, CEO of NetGain Information Systems was selected for Nine Lives Media Inc.'s fourth annual MSPmentor 250, a global report that identifies the world's leading managed service executives, entrepreneurs, experts, coaches and community leaders. The complete MSPmentor 250 coverage is available now at <http://www.mspmentor.net/top-250-people>

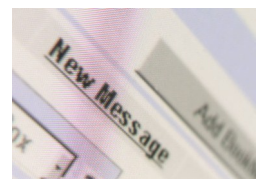


"I am honored to be among such elite company," said Minnich who credited the award to the strength of his team. "Without the knowledge and support of our talented engineers and staff, this award would not be possible."

***Do you have news to share?  
Let us know!***

## **Feedback (Continued from page 2)**

level contacts. The post-ticket survey is sent via email once a ticket has been marked as closed.



The survey asks you to rate our responsiveness, overall knowledge and skills, satisfaction with the resolution and with how well we communicated. The final question is open-ended for additional feedback or detail. Please complete a survey following each engagement with us. The information is valuable in monitoring and managing our processes, and also for training and recognizing our employees. This survey is complementary to our quarterly NetPromoter survey.