

# EX-810

FOUNDED 1999

- 99% Contracted Recurring Revenue
- Mission-Critical MSP/ISP
- Advanced Regulatory Compliance Capabilities

The Company has been delivering comprehensive services for building, integrating, creating, and implementing IP solutions for more than 20 years. It is the largest privately owned Internet Solutions Provider in its region and offers colocation and other managed services, IP-enabling and connectivity-related technologies.

The Company also operates a state-of-the-art data center that hosts multiple mission-critical systems and acts as a hub for its operations. Its clients are dependent on uncompromised reliability and include government services departments, specialized medical and financial firms, and other businesses.

Customers choose the Company because of this reliability as well as its broader focus on business needs for customers of all sizes. Through a proprietary team approach, the business takes care of customers. Our facility and services also help customers plan for disaster recovery and compliance with a myriad of regulations including HIPAA, Sarbanes-Oxley, and others.

Almost 100% of the business's revenue is contracted, recurring revenue. Solutions are paired with extensive support and service commitments, and the business uses extensive automation tools to facilitate a comprehensive and efficient offering.

## COMPANY OBJECTIVE



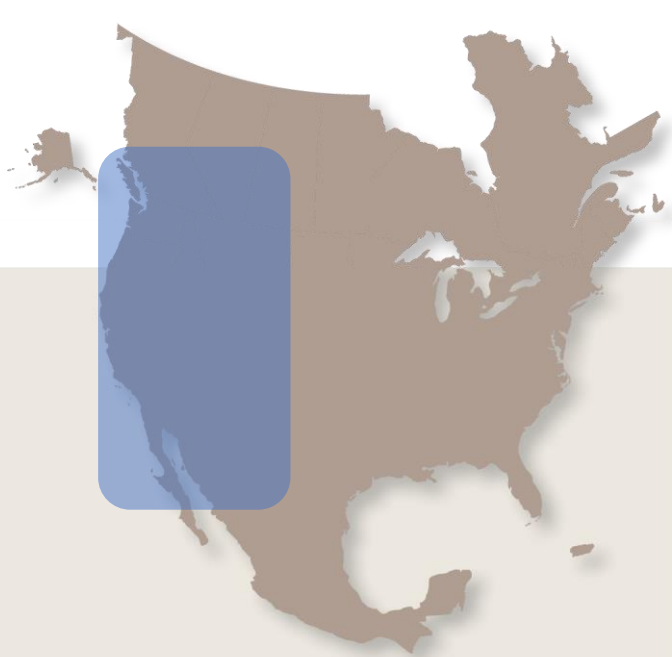
Company Sale



Strategic Partnership



Private Equity Investment



HEADQUARTERS  
West Coast



# OF EMPLOYEES

23

Technical Support	05	<div style="width: 22%;"></div>
Software Development	01	<div style="width: 4%;"></div>
Sales and Marketing	01	<div style="width: 4%;"></div>
Network Operations	05	<div style="width: 22%;"></div>
Management	04	<div style="width: 17%;"></div>
Field Services	03	<div style="width: 13%;"></div>
Facilities	01	<div style="width: 4%;"></div>
Administrative	02	<div style="width: 9%;"></div>
Accounting/Finance	01	<div style="width: 4%;"></div>



## PRODUCTS AND SERVICES

### Managed Services

- Network Management
- Security Monitoring
- Managed Third-Party Connectivity

### Network Services

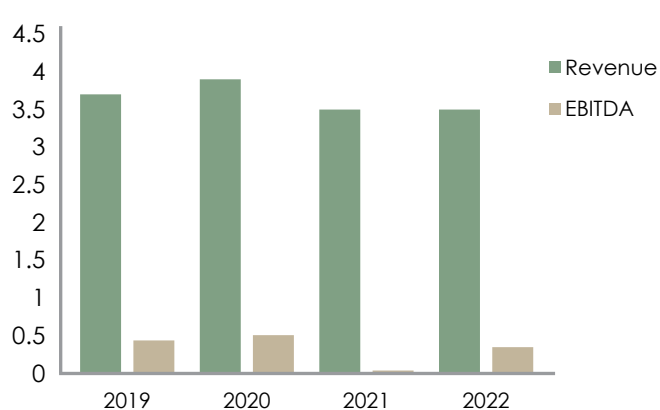
- Colocation
- Private Cloud
- Ethernet Cabling

### Internet Services

- Multi-Site Connectivity
- Residential/Business Internet
- Managed Infrastructure Hardware



## FINANCIALS 2019-2022E



Description (\$M)	2019	2020	2021	2022E
Revenue	\$3.7	\$3.9	\$3.5	\$3.5
Gross Profit	\$3.7	\$3.9	\$3.5	\$3.5
Adj. EBITDA	\$439k	\$508k	\$40k	\$350k

### % BY REVENUE TYPE (2022E)

Fixed Wireless Internet Service	43%	<div style="width: 43%;"></div>
Managed Services	57%	<div style="width: 57%;"></div>

### RECURRING REVENUE

99%

## INVESTMENT CONSIDERATIONS

- Full Recurring Revenue:** 99%+ of the company's monthly income is contracted recurring revenue. Typical customers are 5+ years, but it also has strong contractual commitments with agreements typically auto-renewing for 12 months at a time.
- Strong Systems:** Company has implemented a cloud-based, scalable ERP system with a vast array of tools, including CRM, Help Desk, Project management, and more. This system is tied into a robust analytics engine allowing for real-time monitoring of key metrics and is tightly integrated with the world-class automatic billing platform.
- Full Services Model:** The Company is known for its service model, with each ticket prioritized according to multiple factors that generate internal Service-level objectives with timings and issue resolutions. This customized attention has led to regular NPS scores of more than 80% compared to the industry average 44%.
- Comprehensive Services Offering:** Company has fully implemented a full VMware suite of services (including Data Center and Veeam) allowing it to effortlessly manage approximately 100 servers with minimal admin hours. It also hosts a full Metaswitch (VoIP Softswitch) implementation, providing the core of its voice services and is extremely reliable and scalable.
- Mission-Critical Facility:** Company is housed in a 14,400 foot facility that is extremely well situated (center of town, redundant fiber connections to all local fiber carriers, reliable power and generator backup). This facility is owned in a separate entity from Company but has the same owner. Any acquirer of Company would have total flexibility to sign a long-term lease to remain, buy the building or go in another direction.

### CHANNEL PARTNERS



### END USER VERTICALS



### CUSTOMERS BY THE NUMBERS



# OF CUSTOMERS: 2500+

TYPICAL AGREEMENT: 3-5 yrs

GEOGRAPHY: Southwest 100%



### CUSTOMERS BY REVENUE

## TOP 10

Company #1	5.6%	<div style="width: 5.6%;"></div>
Company #2	5.1%	<div style="width: 5.1%;"></div>
Company #3	1.4%	<div style="width: 1.4%;"></div>
Company #4	1.4%	<div style="width: 1.4%;"></div>
Company #5	0.7%	<div style="width: 0.7%;"></div>
Company #6	0.6%	<div style="width: 0.6%;"></div>
Company #7	0.5%	<div style="width: 0.5%;"></div>
Company #8	0.4%	<div style="width: 0.4%;"></div>
Company #9	0.4%	<div style="width: 0.4%;"></div>
Company #10	0.4%	<div style="width: 0.4%;"></div>

Total 16.5%\*

\*Note: Does not include a long-term government contract customer representing approximately 30% of revenue with a formidable exit barrier and minimal go-forward risk

### NEXT STEPS

To learn more about company EX-810 please sign the linked NDA and send to Amanda Haws. Our team will follow up with a mutually executed NDA and make an introduction to the company's CEO.

[Start NDA Now](#)

[Amanda Haws](#)

[Asset Listing](#)



ITX  
a martinwolf company