



Summary

- Novus selected via competitive bid process
- 10 years of municipality experience
- Managed desktops, servers, networks and security
- Full-time help desk
- No long-term contracts, 30-day cancellation notice

Novus Insight Facts

- Subsidiary of CT Center for Advanced Technology
- Supporting municipalities since 2008
- 50+ employees
- Provides IT support, technology consulting, cybersecurity and application development services
- Administrative offices in East Hartford, CT and Jacksonville, FL

Inquiries

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Managed IT Service

PVPC is partnered through a competitive bid process with Novus Insight, a wholly-owned subsidiary of Connecticut Center for Advanced Technology (CCAT). The goal of this arrangement is to offer municipalities an independent perspective of their IT operations and to jointly develop solutions that cities and towns tell us they need.

When fully or partially managing a town's IT operations, Novus' managed support approach is centered around a lead resource who assumes responsibility for all facets of IT support, calling in other Novus staff to assist when needed. This person works with key stakeholders at the town to develop a strategic technology plan, create a technology budget, assist with hardware and software purchasing, proactively maintain IT systems, and take the lead on projects. He or she also oversees end-user support requests and the Novus help desk's overall responsiveness to these requests.

Assistance Includes

On-site support

- Novus is responsible for onsite day-to-day IT needs on a full or part-time basis
- Covers complete IT support at a fixed monthly price
- Includes ongoing strategic insight and planning – a virtual CIO

Help desk support

- Included in fixed monthly fee, Monday – Friday, 8:00am – 5:00pm
- After-hours support available as needed
- Fast, same-day response and issue resolution

Uptime monitoring & alerting

- Automated 24/7 monitoring of all your systems
- Response and remediation occur before most clients aware of an issue

Proactive system management

- Software license tracking and renewal
- Patching and routinely scheduled system updates
- Backup and disaster recovery system monitoring