

From: Hussain, Tasneem

Sent: 9/24/2015 9:03:51 AM

To: TTAB EFiling

CC:

Subject: U.S. TRADEMARK APPLICATION NO. 85155120 - TRELLIS - 6499A-200105 - Request for
Reconsideration Denied - Return to TTAB - Message 1 of 2

Attachment Information:

Count: 16

Files: Avaren.jpg, Azalea.jpg, BBH1.jpg, BBH2.jpg, Forward Slash1.jpg, Forward Slash2.jpg, Lan tek1.jpg,
Lan tek2.jpg, Litzia.jpg, nDevix.jpg, Netwise1.jpg, Netwise2.jpg, Netwise3.jpg, Netwise4.jpg,
Netwise5.jpg, 85155120.doc

**UNITED STATES PATENT AND TRADEMARK OFFICE (USPTO)
OFFICE ACTION (OFFICIAL LETTER) ABOUT APPLICANT'S TRADEMARK APPLICATION**

U.S. APPLICATION SERIAL NO. 85155120

MARK: TRELLIS



CORRESPONDENT ADDRESS:

LISA M DUROSS

HARNESS DICKEY & PIERCE PLC

5445 CORPORATE DR

TROY, MI 48098

GENERAL TRADEMARK INFORMATION:

<http://www.uspto.gov/trademarks/index.jsp>

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APPLICANT: Avocent Huntsville Corp.

CORRESPONDENT'S REFERENCE/DOCKET NO:

6499A-200105

CORRESPONDENT E-MAIL ADDRESS:

docketingtm@hdp.com

SECOND REQUEST FOR RECONSIDERATION DENIED

ISSUE/MAILING DATE: 9/24/2015

The trademark examining attorney has carefully reviewed applicant's request for reconsideration and is denying the request for the reasons stated below. See 37 C.F.R. §2.63(b)(3); TMEP §§715.03(a)(ii)(B), 715.04(a). The following requirement(s) and/or refusal(s) made final in the Office action dated 3/28/14 are maintained and continue to be final: Trademark Act Section 2(d) likelihood of confusion with the

mark in U.S. Registration No. 1557241 for the mark TRELLIS for "Installing computer networks and computer cabling". See TMEP §§715.03(a)(ii)(B), 715.04(a).

In the present case, applicant's request has not resolved all the outstanding issues, nor does it raise a new issue or provide any new or compelling evidence with regard to the outstanding issue in the final Office action. In addition, applicant's analysis and arguments are not persuasive nor do they shed new light on the issues.

Applicant requested reconsideration based on the proposed amendment to:

1. Delete Class 037 and
2. Amend Class 042 to "consultation services in the field of data center infrastructure management; information technology consultation"

Although the amendments are acceptable and entered into the record, they do not obviate the refusal.

In a likelihood of confusion determination, the marks in their entireties are compared for similarities in appearance, sound, connotation, and commercial impression. *In re E. I. du Pont de Nemours & Co.*, 476 F.2d 1357, 1361, 177 USPQ 563, 567 (C.C.P.A. 1973); TMEP §1207.01(b)-(b)(v).

In the present case, applicant's mark is TRELLIS and registrant's mark is TRELLIS. Thus, the marks are identical in terms of appearance and sound. In addition, the connotation and commercial impression of the marks do not differ when considered in connection with applicant's and registrant's respective services. Therefore, the marks are confusingly similar.

Applicant's services as amended are:

"Consultation services in the field of data center infrastructure management; information technology consultation"

Registrant's services are:

"Installing computer networks and computer cabling"

Applicant's services are still closely related to registrant's services. The evidence of record confirms this and there is no evidence to the contrary. Applicant's only argument against the refusal was to state, "Applicant respectfully maintains that the cancellation and the amendments to the identification of goods and recitation of services of its application obviate the partial refusal under Trademark Act Section 2(d)." This statement is unpersuasive and unsupported. The new amendment to the identification of services merely deletes some of the services but retains the same services which were the subject of the refusal and thus nothing obviates the refusal.

To the extent applicant has any arguments against the finding that the marks are identical and the services are closely related, please note that the evidence of record and logic confirms that the computer-related services are closely related. Attached to the 3/28/14 Final Office Action was Internet evidence demonstrating that the services of the parties travel in the same channels of trade and are closely related or competitive, namely, evidence from Atlanta IT Service, Centex, and The Pennsylvania State University demonstrating that various IT consultation services (identified by applicant) and installation services (identified by registrant) are offered by a single source and in the same channels of trade. Applicant appears to concede that this evidence is accurate and supports the refusal. The attached Internet evidence consists of additional evidence from Avaren, Azalea Technology, BBH Solutions, Forward Slash Technology, LANtek, Litzia, nDevix, Netwise Resources, Second Son Consulting, Inc., Skynet Innovations, SmartCents Consulting, and Pro Source, supporting the existing evidence of record and confirming that the services are closely related and commonly offered by a single source. This evidence establishes that the same entity commonly provides the relevant services and markets the services under the same mark, that the relevant services are sold or provided through the same trade channels and used by the same classes of consumers in the same fields of use, and that the services are similar or complementary in terms of purpose or function, namely, to provide computer-related services from installation to maintenance to consulting on the same. Therefore, applicant's and registrant's services are considered related for likelihood of confusion purposes. *See, e.g., In re Davey Prods. Pty Ltd.*, 92 USPQ2d 1198, 1202-04 (TTAB 2009); *In re Toshiba Med. Sys. Corp.*, 91 USPQ2d 1266, 1268-69, 1271-72 (TTAB 2009).

Evidence obtained from the Internet may be used to support a determination under Section 2(d) that services are related. *See, e.g., In re G.B.I. Tile & Stone, Inc.*, 92 USPQ2d 1366, 1371 (TTAB 2009); *In re Paper Doll Promotions, Inc.*, 84 USPQ2d 1660, 1668 (TTAB 2007). The Internet has become integral to

daily life in the United States, with Census Bureau data showing approximately three-quarters of American households used the Internet in 2013 to engage in personal communications, to obtain news, information, and entertainment, and to do banking and shopping. *See In re Nieves & Nieves LLC*, 113 USPQ2d 1639, 1642 (TTAB 2015) (taking judicial notice of the following two official government publications: (1) Thom File & Camille Ryan, U.S. Census Bureau, Am. Cmty. Survey Reports ACS-28, *Computer & Internet Use in the United States: 2013* (2014), available at <http://www.census.gov/content/dam/Census/library/publications/2014/acs/acs-28.pdf>, and (2) The Nat'l Telecomms. & Info. Admin. & Econ. & Statistics Admin., *Exploring the Digital Nation: America's Emerging Online Experience* (2013), available at [http://www.ntia.doc.gov/files/ntia/publications/exploring_the_digital_nation - americas_emerging_online_experience.pdf](http://www.ntia.doc.gov/files/ntia/publications/exploring_the_digital_nation_-_americas_emerging_online_experience.pdf)). Thus, the widespread use of the Internet in the United States suggests that Internet evidence may be probative of public perception in trademark examination.

Furthermore, although the services are not identical, where the marks of the respective parties are identical as they are in this case, the relationship between the relevant services need not be as close to support a finding of likelihood of confusion. *See In re Shell Oil Co.*, 992 F.2d 1204, 1207, 26 USPQ2d 1687, 1689 (Fed. Cir. 1993); *In re House Beer, LLC*, 114 USPQ2d 1073, 1077 (TTAB 2015); *In re Davey Prods. Pty Ltd.*, 92 USPQ2d 1198, 1202 (TTAB 2009); TMEP §1207.01(a).

A consumer encountering the mark TRELLIS in connection with applicant's "Consultation services in the field of data center infrastructure management; information technology consultation" services will incorrectly believe that the services originate from the same source as the registrant's TRELLIS "Installing computer networks and computer cabling" services. As a result, because of the confusingly similar marks and closely related services, registration is refused under Trademark Act Section 2(d).

Accordingly, the request is denied.

If applicant has already filed a timely notice of appeal with the Trademark Trial and Appeal Board, the Board will be notified to resume the appeal. *See* TMEP §715.04(a).

If no appeal has been filed and time remains in the six-month response period to the final Office action, applicant has the remainder of the response period to (1) comply with and/or overcome any outstanding final requirement(s) and/or refusal(s), and/or (2) file a notice of appeal to the Board. TMEP §715.03(a)(ii)(B); *see* 37 C.F.R. §2.63(b)(1)-(3). The filing of a request for reconsideration does not stay or extend the time for filing an appeal. 37 C.F.R. §2.63(b)(3); *see* TMEP §§715.03, 715.03(a)(ii)(B), (c).

/Ms. Tasneem Hussain/

Trademark Examining Attorney

Law Office 118

tasneem.hussain@uspto.gov (preferred)

571.272.8273

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- Founded in 2002

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A Message from AVAREN's Director:

I'm sometimes asked, "What makes AVAREN special?" or "Why should I choose AVAREN as my computer services and IT company?" Questions like these give me an opportunity to share a few qualities AVAREN possesses that I believe are rare among other Dallas-Fort Worth IT companies.

First and foremost, we are dedicated to providing an **unmatched level of service** - not some mild variant of satisfaction, but service above and beyond any other Dallas-Fort Worth computer firm's ability to deliver.

I'm always pleased to hear surprise in a customer's voice when I call to alert them to a problem they were not yet aware of, or at their amazement to find that we have corrected a small problem free of charge. **No matter the time, money or energy involved, your satisfaction is our sole priority.**

Secondly, our computer technicians and network analysts are the best of the best. **We are extensively certified** and have worked in data centers for some of the world's largest corporations. We are not simple PC techs, but are seasoned IT professionals who are true masters in their respective fields.

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ADVANCED CARE Comprehensive Technology Support

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• Flower Mound	• Richardson
• Grand Prairie	• Southlake

Additional Core Competencies

Server Configuration
HP/Compaq, Dell, IBM Veterans
Microsoft Mail Servers
Microsoft Exchange Server 5.0-2013

Other Microsoft Servers
S2 Web, SMTS, & FTP Servers
Microsoft SQL Server
Terminal Server

Microsoft Operating Systems
NT 4.0-2012 Server & Client

Microsoft SQL Server
SQL Server 7.0 - 2012
Standard/Enterprise

SQL Server Consulting
Contract Microsoft SQL DBA
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Report Writing/Programmer
SQL Architecture/Design
Microsoft SQL Programming
Database Security

SQL & Server Backup Services
Automated Microsoft Server Backup
Enterprise Grade Disk Imaging
VSS Aware SQL Database Backup
Quadruple Redundant Planning
Flexible Recovery Options
Virtualization of Backup Images
Restore Anywhere

StorageCraft Enterprise
Disaster Planning/Business Continuity

Network Related Services
Router Assistance
Firewall Configuration
Network Traffic Analysis
Network Cabling
Network Security Services
Network Integration
Remote Access Tools and VPN configuration
Network Maintenance
Network Infrastructure Design

Enterprise Mail/Spam Filtering
Assurance
SMTP/Exchange Gurus
Spam Cycle/Postini/Mcafee

Other Onsite Services
IT Outsourcing
MSP Technician Support
Help Desk Support

Voice Over & Migration Services

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IT Consulting for Global Business' New York Office

Wednesday, May 27, 2015

A global business consulting firm needed complete technology design/build services for their Lexington Avenue office in NYC.

This global consulting firm provides risk consulting and advisory services to multi-national corporations, sovereign nations, and individuals. During the firm's start-up phase in 2010, BBH Solutions was retained to provide IT consulting, design, procurement, and project services for their New York City location.

Client's Challenge:

The client had no prior technology requirements assessment. They anticipated rapid growth and the addition of personnel that would need to be seamlessly added to the network. There was also a very short timeframe from the start of construction to the move in date.

BBH's Solution:

BBH Solutions designed and implemented an end-to-end technology infrastructure for the client that addressed both business processes and physical security requirements via voice, data, and video technologies. All applications are integrated over a converged network solution based on Cisco Advanced Technology architecture.

Communications Cabling Infrastructure:

- Designed a comprehensive cabling plan
- Installed data rack with patch panels and network hardware
- Inspected, tested, and terminated 41 existing Cat 5 cables
- Installed, tested, and certified 28 additional Cat 5e dual cable runs
- Installed APC Smart UPS 1500 for power conditioning and backup

IT Consulting, Design, and Installation of Network Infrastructure – Voice and Data:

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- Installed data rack with patch panels and network hardware
- Inspected, tested, and terminated 41 existing Cat 5 cables
- Installed, tested, and certified 28 additional Cat 5e dual cable runs
- Installed APC Smart UPS 1500 for power conditioning and backup

IT Consulting, Design, and Installation of Network Infrastructure – Voice and Data:

- Cisco Unified Communications Manager Express for 25 end users
- Cisco Unity Express voice mail system
- Secure Cisco wireless LAN
- Sageincom fax server solution
- Voice and data circuit procurement services, including a 50 Mb broadband pipe

Systems Integration Services:

- HP G6 Series Rackmount Servers for network, file, and print applications
- Installation of Windows Server 2008 OS, patching, and configuration of servers
- Active directory setup and configuration
- Installation, setup, and deployment of Lenovo laptop computers and docking stations with HP monitors
- Customized daily differential backup solution from all local computers to a file server. Files are backed up nightly to a network attached storage device and a cloud-based storage solution
- Ongoing IT consulting services and systems support

Physical Security:

- 10 Axis Communications PoE IP surveillance cameras, recording to a 30-day rolling archive on a 4 TB storage array
- Viking access control system for 5 entry doors with proximity cards and intercoms, fully integrated with the Cisco Unified Communications Manager Express

Added Value:

BBH Solutions was available to the client as a single-source provider for all technology integrations. The client benefits from best-of-breed solutions that integrate over a converged Cisco Advanced Technology foundation. Their IT infrastructure has been designed for current business needs with room for future expansion. Since completion of the initial project, several end users have been added to their technology infrastructure without disruption of business processes.

The solution has been designed to meet regulatory compliance requirements. BBH Solutions has been retained by the client to provide ongoing network and systems maintenance services, procurement and deployment of new hardware/software, and regulatory compliance IT updates.

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IT Consulting

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- Hardware Procurement
- Cabling (Ethernet Wiring)**
- Infrastructure Management
- Mobile Device Management
- Video Surveillance

Network Cabling & Ethernet Wiring Services

While wireless networking is becoming increasingly popular for both small and large businesses, network cabling and Ethernet systems are still the most common types of computer networks that exist for businesses today. In general, network cabling connects computers and other systems on a network to the Internet, printers, and other services or hardware. In most businesses, network cables integrate voice, data, video, security, and sound systems and carry these services throughout an office or building. While the basics of network cabling can sound simple as each system simply connect one system to another, in order to ensure full bandwidth potential network cabling and Ethernet wiring systems need to be properly designed, installed, and administered.

At Forward Slash Technology, we offer network cabling services and Ethernet wiring services for businesses located throughout the St. Louis area and around the country. We offer both network cabling design and network cabling installation services as well as network support and diagnostic services. Because our network cabling installers are highly trained and experienced, you can be sure that your final network performs up to the top standards in order for you to keep your business running as usual. If you are interested in having our experts design and install network cabling for your business or in learning more about how our network cabling and diagnostic services can help your business, please feel free to contact our IT company today.

Network Cabling Design & Installation



With our network cabling design and installation services, we do not just install hardware, software, and other network components within a network. Instead, we pay special attention to carefully integrating each component resulting in the creation of a network that is completely cohesive. With our [IT hardware procurement](#) services, we can determine which components to include in a network cabling project in order to optimize the speed and performance of your network. We take special care to keep your office organized and neat.

Our IT professionals have experience building and designing networks for a variety of large and small businesses throughout the country and in the St. Louis area. Because of this experience, we are able to expertly design, build, and re-configure business grade networks with our network cabling services. We will work with your business closely when designing and installing network cabling in order to create a network that meets your changing business needs. Services offered with our network cabling design and installation services include:

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Help Desk: (314) 403-1229
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"I wanted to take this time to thank Forward Slash Technology for the hard work and dedication to our Police Department's computer network..."

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- / Ethernet Cabling
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Network Cabling Support & Diagnostics

In addition to designing and installing network cabling and Ethernet networks, our IT professionals can also offer a number of network cabling support services. These network cabling services can fix a crash or speed up a network that is not operating to its full potential. Our network cabling diagnostic services will determine the source of a problem and fix this problem as soon as possible in order to get your business back on track.

Issues that may cause a network to crash or slow down include:

- / A Bad Internet Connection
- / Problems with File / Email / Application Servers
- / Server Programs
- / Failing Networking Components such as Routers, Switches, and Gateways
- / Network Cabling
- / Individual PCs or Laptops

Request Network Cabling Services

To learn more about our network cabling services and how our IT professionals can design or install Ethernet wiring or a complete network for your business, please contact us today. You can also contact our [IT company](#) to learn more about our network cabling support and diagnostic services.

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Physical Infrastructure & Cabling

LANtek is dedicated to ensuring that your cabling needs are met. Your cabling infrastructure is the very foundation of your voice and data network. Establishing a cohesive IT infrastructure is the first step in implementing a successful and smooth running communications system. Our cabling staff includes registered cable solution engineers and certified cable installers. We are competent in the design and installation of your fiber optic needs, as well as your copper cabling needs. Our extensive cabling experience with existing structures and new construction ensures you a cabling infrastructure that not only suits your current needs but can expand with future growth.

Through our IT infrastructure services and managed monitoring, we will assess, design, construct, install, and maintain a networking and communications system to satisfy your business' unique requirements.

Advantages of LANtek Cabling and IT Infrastructure Services:

LANtek provides IT infrastructure consulting as well as cabling installation and maintenance. This allows clients to benefit from in-person installation and configuration from expert technicians. In addition to our managed services, LANtek's Pittsburgh IT cabling and networking services include:

- IT infrastructure planning and design for projects of all sizes
- Fiber optic cable installation - 4-strand fiber cable or a 100 strand, terminate and test your fiber to current industry standards
- Network Cable Installations** - Category 5, Category 5E, 350 Data Twist, Category 6
- On-site installation technicians (certified and manufacturer trained) for coordinating infrastructure services, additions, moves, and changes
- Remote project coordination for working with multiple client facilities
- Consultation services for all telecommunications infrastructure projects

Why Invest in Your Business' Cabling?

In a network, cable cost comprises 5% of the total network costs, but contributes to 50% of downtime. Having a reliable vendor who can maintain a network infrastructure on a timely basis is crucial to your business. Since computer network technology is constantly evolving (computer speeds double every 18 months), it is critical to select a cabling vendor who stays current with emerging technology and can provide, maintain, and evolve the infrastructure network to support your IT networking requirements.

Contact LANtek for more information about optimizing the physical infrastructure of your business' IT network and cabling systems.



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LANtek is committed to being your IT Partner. Our services and solutions keep your network efficient and running at the highest levels of competency. Our managed services watch pro-actively, our backup solutions keep your business uninterrupted, our help desk is a 24/7/365 resource, and the list goes on and on. Our engineers and technicians are the best in the business, constantly learning the most current technology available so we can implement it for our customers. Our IT consulting services maximize the efficiency of your technical infrastructure and assist your staff through its full implementation and maintenance.

IT Strategy Consulting Services

Infrastructure Consulting Infrastructure consulting focuses on four main areas: virtualization, planning and strategy, security, and telephony. Accounting for these areas helps streamline your network architecture to utilize the most efficient technology for the type of work that you need it for. Infrastructure consulting also ensures the protection of your data from viruses and other external threats to minimize damage and downtime. [More >>](#)

Physical Infrastructure Physical infrastructure is key to ensuring proper communication between members of the same network. Cabling installation and maintenance is an essential component of IT consulting, ensuring that clients have the hardware in place to support the technology infrastructure they need. Our cabling experts can set up the hardware for your IT network and help your employees navigate the system. [More >>](#)

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Windows Server
2003 Support ended
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- Leed & Green Computing Implementation
- Business Application Integration
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- Vendor Management
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- IT Policy Tech Writing & Technology Manuals
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Our roots began servicing computers and networks for both commercial and residential clients over 10 years ago and we continue to do so today. Our key to success is providing a quality service at a price that won't break the budget. We cover anything IT related, including but not limited to:

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- VOIP **Installation**
- In-Home Computer Repair
- Security Audits
- Server Management & **Installation**
- Software Setup & Support
- Virus Removal
- Software & Hardware Upgrades

Commercial Consulting Services & Pricing

We support a wide array of system configurations in commercial environments, and have a 24/7 support team available to handle almost any crisis. We employ the use of stable open source software and some "common sense" thinking, that often allows us to deliver better than a 40% cost savings versus our competition. We provide exactly what you need, without any extra fluff and most importantly, we guarantee all our work! We typically support, including but not limited to:

- Computers & Servers running Windows, Mac OS, & Linux/Unix Variants
- Network **Installation** & Management, including Cisco, Juniper, Brocade, Force10, and Netgear
- Security Services, including Security Audits & Firewall **Installation**
- Server Room Setup
- In Office Cabling
- Migration
- FileWorkgroup Server Setup & Configuration (Windows Server, Mac OSX Server, & Linux/BSD)
- Off-site Backup Services
- Disaster Recovery Services

If you're having problems with your computer at the office, [give us a call](#) and we'll have you back to 100% in no time. Or if you're looking to do something larger, we can provide you with a free quote that we're sure will be very hard to beat.

Price: \$75.00 per hour in most environments during normal business hours (8AM-6PM CST M-F)
Remote Support Assistance: is billed by the **half hour**.
After Business Hours: rates start at **\$100.00 per hour**.
 Residential pricing may be applicable to systems with more basic configurations.

[Contact Us Now!](#)

Residential Consulting Services & Pricing

Our residential IT consulting services include:

- Virus Removal
- With **Installation** & Setup
- Computer/Laptop Repair
- Computer/Laptop Upgrading
- Hardware **Installation**
- PC build Recommendations
- Software **Installation** & Maintenance

If you're having problems with your computer at home, [give us a call](#).

Welcome to common sense pricing, with significant savings compared to those geeks at the big box stores.
As in-home service call within the Chicago land area is \$75.00 per hour or \$100.00 per device, which ever is cheaper.
 That's right, we actually want to save you money. We pride ourselves in being able to perform high quality work while maintaining affordable prices.

[Contact Us Now!](#)

Netwise Resources can act as your Computer Networking Consultant

Netwise provides Network Computer consultant services such as: Router configuration and implementation, Data Switch Configuration and implementation, server configuration and implementation, Network troubleshooting, Baseline services, data backup and recovery, point to point wireless, and point to multipoint wireless.

Netwise Resources also provides complete Computer Networking Services for your Data Center Consolidation:

- Data Center review and consolidation
- Network Server or Computer upgrades
- Fiber Optics installation inside or outside

Standard cable installation

- Telecommunication installation & upgrades

Netwise can provide a complete assessment for your virtualization and data center consolidation projects. We have partnered with vendors such as VMware, Cisco, Brocade, HP, Dell, Foundry Networks, and Microsoft to implement best-of-breed technologies in your data center environment.

Some of our projects include:

- Construction or revamping of Data Centers
- Installation of Data Infrastructure
- Audio Visual installation
- Surveillance Systems
- Outside Plant installation

Netwise IT Consulting Network Security Services

Netwise Resources Security Services include but are not limited to:

- Firewall Configuration and Implementation
- VPN Configurations
- Vulnerability Assessments
- Intrusion Prevention Services
- AntiVirus Implementation



IT infrastructure needs Netwise can assist with:

- Digital IT Infrastructure
- Structured Cabling
- Outside Plant (Fiber Splicing, Hand-holds, and manholes)
- Routers, switches, racks, patch panels, wire management, and work area face plates
- Infrastructure Construction
 - Copper and Fiber Cabling
 - Structured Cabling
 - Wireless technologies
 - Telecomm/Data Center Infrastructure
 - Switching, VLANs, SSL, Remote Access

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 325 S. Earl Ave
 Lafayette, IN 47904
 Indianapolis (317) 475-9519
 Lafayette (765) 448-8652
 Toll Free (866) 863-2266

[Linked In](#)

Why Netwise Resources?

Since 1999, Netwise Resources has been a trusted IT consultant for companies in Indianapolis and surrounding areas. Our clients focus on their core businesses while we maintain and manage our clients' systems for optimal performance and guaranteed uptime. We proactively monitor our clients 24x7x365 and give them unlimited maintenance and support at a flat rate! You too can see what your technology can do in the right hands!

Netwise Resources is an Indianapolis IT consultant. This means that Netwise Resources can handle any aspect of your company's technology from desktop/computer support, server support, IT consulting, IT Networking, Cloud Computing, setup of wireless networks, Google Apps, IT Staffing, remote support, and more. We specialize in: IT support services, computer tech support, remote desktop support, temporary IT staffing, copiers/printers and document management services. Netwise has certifications with Microsoft, and is a certified dealer of Sharp Imaging Systems, Risio/Copytact, and Konica Minolta. We specialize in Microsoft Server and Small Business Server Support. We are also certified in products and technologies from HP, Dell, Cisco, and Brocade Networks.

Netwise Resources has an entire team of over 25 technical professionals with various certifications and technical competencies to handle a wide range of technical issues and challenges for businesses of all sizes. In all industries. Niche markets include K-12, Catholic Schools, Small to Medium Sized Businesses, Professional Services Organizations, Accountants, Attorneys, Healthcare organizations, Municipalities and more. Netwise Resources is able to come in and handle everything from day to day support to CIO level consulting so that a business can worry less about their systems and focus more on their core business.

Netwise Resources can also provide a host of solutions for diverse needs: virus protection, anti-spyware, data backup, off-site backup, email filtering, web filtering, email archiving, hardware, software as a service, data cabling, infrastructure, computer repair... the solutions and possibilities with Netwise are numerous!

How can Netwise Resources IT Consulting Offering benefit my business or organization?

Netwise Resources can ensure and guarantee optimal network performance and uptime while traditional IT support providers cannot! Why? Because Traditional IT Support is reactive and not proactive. Ask us to perform a complimentary Network Impact Assessment today!

Our Managed IT Services solution is what we brand as an "IT in a Box" (c)

Under our Managed IT Services solution, "IT in a Box", services include:

- Managed Antivirus (NEW)
- Malwarebyte Pro (NEW)
- LogMeIn Pro (NEW)
- Onsite support services
- IT Asset Discovery and Audit Services

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Information Worker Solutions

Call Us Today Toll-Free (866) 863-2266

Or Email us:
support@netwiseresources.com

[Send us a message](#)

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Indianapolis Computer IT

www.netwiseitconsulting.com/it_consulting_indianapolis.php

Under our Managed IT Services solution, 'IT in a Box', services include:

Managed Antivirus (NEW!)

Malwarebyte Pro (NEW!)

LogMeIn Pro (NEW!)

Onsite support services

IT Asset Discovery and Audit Services

Critical Systems Monitoring & Alerts 24x7

Remote Control/Remote Support IT Services

Desktop Management

Patch Management

Monthly Maintenance

Total Defense (Email Spam and Web Filter (Optional))

Online Backup and Disaster Recovery (Optional)

Monthly Systems Status Report

Backup Failure Alerts

Monthly Incident Management Reporting

Print Management

Priority Response

CIO Level Reporting

Service Desk

Service Level Agreements

Or Email us:

support@netwiseresources.com

Have Questions?

Please tell us some information about your organization and one of our professional IT consulting representatives will contact you within 24 hours or less. Thank you!

First Name:

Last Name:

Business Name:

Phone:

Email:

Security Code *

42362

Enter comments here!

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Reset

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Netwise Resources Reviews

"We began using Netwise Resources in July of 2012 to maintain our inventory of about 250 personal computers including both desktop and laptops of varying brands and two servers located in seven offices throughout an eight county region. These units are used by the public as well as staff. Netwise has been very responsive to service requests and new unit set ups. We are pleased with our experience to date and plan to continue our relationship in the future."

Lance Raloff, Executive Director, Interlocal Association/Work One Region 5

★★★★★

"Alpha Xi Delta has been partnering with Netwise Resources on our technology needs since 2005. We have worked together on several network upgrades, the annual deployment of laptops for our traveling staff, and many other IT projects. The engineers listen to us when we describe what we think our organization needs and propose solutions that will work! The engineers often go above and beyond what we would expect of them in meeting our service needs. I would be happy to recommend Netwise Resources as a technology partner."

Lori Holt, Director of Finance and Operations, Alpha Xi Delta

★★★★★

Your Technicians have done an excellent job in getting us set up on a new server and providing ongoing monitoring and maintenance. In fact any issues we have had has been on the part of our ISP (some problems can't be avoided). Our system has remained reliable and the help desk have always been prompt with answers to any problem we have encountered. As I come across people who are in need of technical expertise I will recommend Netwise Resources to them without reservation.

Robert Heathome, Church Administrator, Oasis of Hope Church

★★★★★

We have been with Netwise Resources for over 10 years and they continue to handle our account superbly! Having Netwise as our "IT person" helps us stay current with technology and enables us to service our 4 offices in a consistent compatible manner without having a fulltime IT employee on our payroll. Using Netwise is an easy business decision for us.

John Aclay, VP Operations, Delmarion Pex

★★★★★

Netwise Resources has made my job of overseeing our network much easier. I can depend on them to address the needs of our users quickly and competently. In the past, getting tech assistance to our sales people on the road or sales support employees in remote offices, was very difficult, but Netwise has made it simple with great help desk support. I can count on them to take ownership of a problem and bring it to a successful conclusion.

Curt Henry, VP of Finance, McComb Window and Door

★★★★★

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Indanapolis Computer IT


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Service Level Agreements

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Netwise Resources Reviews

"We began using Netwise Resources in July of 2012 to maintain our inventory of about 250 personal computers including both desk tops and laptops of varying brands and two servers located in seven offices throughout an eight county region. These units are used by the public as well as staff. Netwise has been very responsive to service requests and new unit set ups. We are pleased with our experience to date and plan to continue our relationship in the future."

Lance Ruffitt, Executive Director, Interfaith Association/West One Region 5

★★★★★

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John Hunt, Director of Finance and Operations, Alpha Xi Delta

★★★★★

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Robert Hawthorne, Church Administrator, Oak of Hope Church

★★★★★

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John Aikley, VP Operations, Delmarian Park

★★★★★

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Curt Henry, VP of Finance, Mt Carmel Winery and Dist

★★★★★

Indanapolis Indiana Computer (IT) Consulting Services Offered:

Indanapolis IT Consulting, Indanapolis IT Consulting/Networks, Indanapolis IT Support, Indanapolis Computer Support, Indanapolis Cloud Computing, Indanapolis Data Protection, Indanapolis Email of Microsoft Exchange, Indanapolis Backup, Apple Support, Indanapolis Server IT Administration, Indanapolis Networked IT, Indanapolis Managed Network, and Indanapolis Office Network/Infrastructure Consulting Services

Indanapolis Indiana and Surrounding Area Cities Served:

Indanapolis, Ellettsburg, Fulton, Hartford City, Jasper, Jefferson, Lake City, Madison, Marion, Marshall, Muncie, Nashville, Newburgh, North Vernon, Paris, Spencer, Tipton, Union City, Wabash, Warsaw, and Zionsville

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