

From: Hussain, Tasneem

Sent: 9/24/2015 9:04:22 AM

To: TTAB EFiling

CC:

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

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Attachment Information:

Count: 12

Files: Second Son1.jpg, Second Son2.jpg, Second Son3.jpg, Second Son4.jpg, Skynet1.jpg, Skynet2.jpg,  
Skynet3.jpg, SmartCents1.jpg, SmartCents2.jpg, Total Pro Source1.jpg, Total Pro Source2.jpg, Total Pro  
Source3.jpg



### Overview

Support is a process, not an event.™

We are technology architects. We work with each and every one of our clients to create custom IT solutions to address the needs of today in preparation for the needs of tomorrow. With each project we take on, we work with you to find, implement and maintain solutions to make your business run more efficient and transparent than ever.

We provide a variety of services including:

- Cross-platform Network Integration
- Mobile Device Deployment and Management
- Connectivity and Network Design
- Network Security and Integration
- Data Planning and Archiving – Read a Case Study
- Disaster Recovery
- Digital Asset Management
- Collaboration Strategies
- Custom Workflow Solutions – Read a Case Study
- Training and Technical Documentation

#### More Consulting Services

- ▢ Overview
- ▢ Key Services
- ▢ Relationships

#### Hear It From Our Clients

“The Second Son team provides efficient, cost-effective service for our network. They are always there to keep us up and running. We can’t afford downtime.”  
[Read More »](#)

John Heald / Dr. Revenue®  
President Dr. Revenue Marketing Clinic  
www.drrevenue.com

#### Contact Information

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Website: [www.secondsonconsulting.com](http://www.secondsonconsulting.com)



#### Address

Second Son Consulting, Inc.  
1942 Burbank Blvd., Suite 202  
Torrance, CA 91358

#### Need Remote Support?

Check out our download our vdi and then just give our help desk team a call.

If you are a Mac user in need of support, [click here](#).

If you are a Windows user in need of support, [click here](#).





## Key Services

### Problem Solving:

Stability and speed are the two biggest issues facing most companies when they call us for the first time. Our consultants can help you achieve these goals through routine maintenance and emergency support on an as-needed basis.

- We can work with you to create a preventative maintenance plan that can be implemented by our consultants or your own employees.
- We can support you through on-site visits and a variety of remote management tools that allow us to monitor, maintain and troubleshoot your servers, workstations, and Internet connections often within minutes of your phone call.
- We are available by phone, pager, and email during normal business hours, and also offer after hours support plans to match your business needs.

### On-Site Installation:

Whether you need to migrate your company to OS X, move from snake-net to a server-based workflow, expand an existing storage array or SAN, or design and **install a new wired or wireless network**, we can help you do it with the least amount of impact to your daily operations while watching your bottom line.

Our consultants are experts at the smallest installation of a new hand held device, to cross-platform integration of Macintosh and Windows systems, to installations of a new server and multi-terabyte storage, to enterprise class installations of 10+ terabyte SANs with hot-swapping servers.

Are you moving to a new location or expanding your existing space to accommodate your business' growth? We can design and manage the installation of a CAT5e, CAT6, Fibre Channel, or wireless network to match your immediate needs and allow for maximum future growth.

### Internet Connectivity:

Our consultants can help you evaluate your Internet connection needs for speed, price, technology options, providers, and cost.

Need to find a new hosting provider for your website and email? With the thousands of choices out there, the task can be daunting. Because we know the right questions to ask, we can develop a list of your needs and then help you find a hosting company to fit those needs for a comfortable price.

Need to move from dial-up to DSL or from DSL to a T1? Our consultants can help you sort through all of the price and feature options, then manage the installation for you with the provider of your choice.

Is DSL not available in your area but a T1 line is too expensive? We can help you implement a high-speed wireless connection with the speed of a T1 for a fraction of the cost.

### Training/Productivity:

Do your employees and coworkers have notes all over their monitors with phone numbers?

Are you maintaining lists of clients and vendors in several different places?

Do you work at home and often call the office for a phone number?

### More Consulting Services

- Overview
- Key Services
- Relationships

### Hear It From Our Clients

"Rob has always shown an ability to think quickly to solve IT problems. While my needs were never straightforward the solutions that Rob implemented always were."

[Read More >](#)

Tim Shelton  
Manager  
The Icon  
www.theicon.com

#### Training/Productivity:

Do your employees and coworkers have notes all over their monitors with phone numbers?

Are you maintaining lists of clients and vendors in several different places?

Do you work at home and often call the office for a phone number?

We can help you get the most out of the software you already have through end-user training, or implement a new company wide solution for improved efficiency.

Often one of the biggest roadblocks to efficient daily operations is ensuring your employees have the information they need in an easy used and maintained fashion. Automation of repetitive tasks can also alleviate some of the burden from your staff.

We can help you decide how and where to implement these kinds of solutions.

#### Disaster Recovery:

Being based in Los Angeles, we know that a well-designed disaster recovery plan can make or break a business when the next earthquake hits.

Whether you need to backup a single desktop computer, a traveling laptop, or a suite full of Macintosh, Windows, and handheld devices, we can help insure that your data, and therefore your business, will be protected.

Of course backups are critical, but simply having a backup does not do you any good if it will take several days to recover all of your data and get back to work. Your clients don't want to wait several days, and you could lose business.

It's not a question of IF a hard drive will fail, it's a question of when. Data loss of some kind is inevitable, no matter what the cause.

We can evaluate your needs based on the systems to be backed up, the amount of data you need at your fingertips, and your budget.

#### Server Monitoring:

Do you provide internet-based servers and services for your clients? Do you really want to find out the server is down because a client called when they couldn't retrieve a file they needed yesterday?

We offer remote monitoring and notifications services for these types of situations. We have two servers, in two different cities that can monitor your email, web, FTP, file, Firewall Pro, DNS, or dozens of other kinds of servers, and notify you, or us, or both, in the event of a failure.

Want the piece of mind that they are running, but don't want to be woken up in the middle of the night?

We can configure our services to notify you during the day, but wake us up in the middle of the night so we can have it back up before you leave for the office in the morning.

Notification options include email, alphanumeric paging, text messaging, and instant messaging and can be configured to monitor with virtually any timetable you desire. They can even let you know when the server is back up, without you having to think about it.

#### Contact Information

Phone: 916.565.2211  
Email: [info@secondsonconsulting.com](mailto:info@secondsonconsulting.com)  
Website: [www.secondsonconsulting.com](http://www.secondsonconsulting.com)

#### Address

Second Son Consulting, Inc.  
19401 Burbank Blvd., Suite 222  
Torrance, CA 91058

#### Need Remote Support?

Clients can download our utility and then just give our Help Desk team a call.

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**The IT Consulting & Installation Solutions Your Business Needs**

While all businesses need quality IT solutions, the specific needs of businesses vary across industries. At Skynet Innovations, we understand the importance of custom solutions. When a client works with us for IT consulting in Cincinnati, we take the time to fully understand the ins and outs of their business.

By fully understanding individual businesses, we're able to propose and implement the best solutions. Thanks to the fact that we offer a variety of managed IT services, every business we work with is able to get exactly what they need in order to have an optimal IT system.

Since our managed IT consulting can be tailored to the specific needs of a business, we want to provide an overview of our consulting, installation and managed services:

**IT Consulting Cincinnati**

If your business has an important project that it needs to complete, our consulting services are the smart and cost-effective way to get the project done. Because we specialize in working with small to mid-sized businesses, we're able to provide the services that your business needs at a great value. Regardless of the specific IT challenges you're facing, you can count on our team to find the right solutions for you.

- Managed Network Services**  
Managed IT Services: Compute...
- Cloud Solutions**  
Skynet Innovations Cloud Solutions: Backup, Disaster R...
- Phone Systems**  
The Many Benefits of Reliable Phone Systems
- IT Services**  
The IT Consulting & Installation Solutions Your Bu...

services/managed-it-services-cincinnati/

### IT Installation Solutions

While our role as consultants starts with both understanding businesses and assessing exactly where their IT efforts are in need of help, they don't stop there. Instead, we continue our work all the way through the installation and implementation of the required IT solutions. Because businesses have different needs, the specific solutions can vary.

Help desk administration, software support, information security, hardware support and network installation are just a few examples of areas where our team of highly trained IT professionals can help with successful installations.

### Managed IT Services

Many small to medium businesses find themselves in the position of needing to expand their IT systems. However, when they analyze the costs, it doesn't make sense to hire a team of IT employees. Although this can initially seem like a frustrating situation, there's a relatively straightforward solution.

The solution for businesses is to take advantage to the managed IT services offered by SkyNet Innovations. We offer computer repair, network management and monitoring packages that will meet the specific needs of your business.

In addition to the variety of solutions we offer, a big part of why businesses choose to work with us is because we provide proactive support during all stages of business growth. This approach allows us to stay on top of common IT issues and address them before they turn into actual problems.

Because we can tailor our managed IT consulting to exactly what you need, the easiest way to learn more about all the available IT options for your Cincinnati business is to call or email us.

If you're ready to work with an IT consulting team that can deliver results and ensure all installation work is done right the first time, be sure to [contact SkyNet Innovations today](#).

#### OUR SERVICES

- IT Services
- Phone Systems
- Cloud Solutions
- Managed Network Services

#### NEWSLETTER

First Name:

Last Name:

#### CONTACT US

SkyNet Innovations  
8044 Montgomery Road  
Suite 700 - 7238  
Cincinnati, OH 45236  
Phone : 513-549-5031  
Email : [contact@skynetinnovations.com](mailto:contact@skynetinnovations.com)  
[Join Mailing List](#)

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#### OUR SERVICES

- IT Services
- Phone Systems
- Cloud Solutions
- Managed Network Services

#### NEWSLETTER

**First Name:**

**Last Name:**

**Email address:**

#### CONTACT US

Skynet Innovations  
8044 Montgomery Road  
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Cincinnati, OH 45236  
Phone: 513-540-5011  
Email: [contact@skynetinnovations.com](mailto:contact@skynetinnovations.com)

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## IT Consulting, Network Setup, Telephone Setup & Maintenance.

How much time do you waste getting that printer working properly? Does your internet connection give you constant headache? Are your phone systems as efficient as they could be? Who do you call when you have an IT issue? Having all these services streamlined can save you time and money. We offer Telephone Design and Installation and support. We can offer computer/network design and installation and support as well. Our experts can do both wired and wireless installation. Let us help you connect! Most of all we create secure networks which is one of the most important aspects for any company. Rest assured that your valuable information is on a safe and reliable. Don't know or understand "the cloud", but everyone tells you that you need it? We do that too. But most importantly - we do it designed around your company, process and procedure. We offer solutions that you actually need and will use, not just because they exist. No more frustration, no more wasting time not knowing who to call. We have on staff Microsoft Certified system specialists; we participate in the Dell Consultant Network to get you the best hardware at the best price; we have relationships with multiple other hardware and networking vendors. From configuring your cell phone, iPhone, iPad, desktop, laptop or server - we know how to implement the technology that will drive your business, facilitate improved company communication and save you time and money day to day.

**CONTACT US**

### IT Consulting and Installation



We have Microsoft Certified Systems Specialists on staff. What does this mean? We are fully equipped to design and implement the most sophisticated and secure computer network for your business. Without communication and technology, we would be lost in today's world, but understanding the proper setup and maintenance can be a costly and laborious process. We specialize in both Wired and Wireless solution. And as a participant in the Dell Consultant Network and have close relationships with the best hardware and networking vendors we have the resources to get you the very finest, most reliable hardware at the best price. You can rest assured that your valuable information, and the trust of your clients data is safe and secure.

#### Be sure your network is secure.

Inferior networks and server setups can leave your companies most important data at risk. Even more worrisome, is it can leave your customers personal data vulnerable to theft. At technology grows more and more crucial to every business, those that work hard to exploit any lapses in security grow more determined. We take great care in crafting a completely secure network for every business client. You can rest assured that your valuable information, and the trust of your clients data is safe and secure.

#### Cloud Based Computing

One of the greatest innovations in modern Information Technology is the growth of Cloud based data storage and networking. Cloud computing creates a more agile scalable network environment while reducing costs by increasing performance value per dollar.

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### Email Setup & Maintenance

Setting up a highly organized function email structure for your business can turn into a daunting task. If terms like POP and IMAP confuse you, feel free to reach out. We are experts and configuring the most efficient and streamlined email solution for your business.

## Telephony Setup & Install



We offer Expert Telephone Design and **installation** and support. Nothing can damage profits and time like an improperly set up communication system for your business. Downtime can cause not just frustration but literally take money from your pocket. From a small office to a large intricate office with custom needs we are here to consult, design, install and support a reliable and efficient communication backbone for your business.

## Web Design, Branding & SEO.



A great professional mobile responsive web site is one of the most powerful assets your business can have. Our brother company, **Radiant Elephant**, specializes in building research driven lead converting web sites that rank high and appeal to your target market. More and more customers are searching for the businesses and services they need online. If your site does not scale onto mobile devices you are losing clients. If your site does not rank high in search no one is finding your site. And if you are not honing your online marketing and managing your digital reputation your business could be in danger.



Accounting | Bookkeeping | Payroll | Taxes | Business Management | Commercial Insurance Evaluation |  
Human Resources | IT Consulting | E-mail Setup | Telephone Systems | Mobile Connectivity  
Quickbook ProAdvisor | IRS Tax Preparers | Microsoft Certified

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**IT SERVICES**

- Phone Systems
- Onsite & Remote Technical Support
- Networking & Server Projects
- Software Development
- Consulting & Installation**

## IT CONSULTING & INSTALLATION SOLUTIONS

### Factors to Consider when hiring an IT Consultant

Today's IT projects bring about more than just functional challenges. Issues such as security, scalability, redundancy, information architecture and speed of performance are just a few of the criteria that must be evaluated in the early stages of planning an information technology project. Our experienced IT consultants can handle projects large and small, from needs assessment through to implementation.

### Bringing in IT Consultants

In some cases one subject expert can manage a given technical project, but in many cases a skilled team of IT experts with experience in a variety of fields is needed to ensure the success of a project. For many small and mid-sized businesses, hiring a team of talented IT professionals for a given project may prove to be costly, time-consuming and impractical - if not near impossible.

For this reason, ProSource offers comprehensive IT consulting services. We have a trained, knowledgeable and

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For this reason, ProSource offers comprehensive IT consulting services. We have a trained, knowledgeable and experienced group of consultants on staff to help with your project.

### IT Technology Consulting Solutions

One of our key strengths is our breadth of skills and abilities in all areas of IT for small and medium-sized businesses. We have consultants who specialize in network solutions, information security, hardware and software support, help desk administration and more. As one of the leading IT consulting firms in the Cincinnati area, the technicians at ProSource can offer both breadth and depth of technical skills.

Whether you need help with strategy, needs analysis, project management or implementation, our IT consultants can help. We handle both short-term and long-term consulting projects.

### ProSource offers the following new installation and configuration services:

- Desktop PC and server setup at your office
- Installation and configuration of the operating system and all software applications
- Installation and configuration of routers/firewalls, switches, wireless access points and other peripheral computer and networking devices
- Configuration of online backup, email and web filtering services, and remote monitoring services
- Equipment and service recommendations for every budget
- Experienced, professional on-site service technicians

Need a new setup or consultation? Let's chat! [Contact Us](#)

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**ABOUT PROSOURCE®**  
Business is an all or nothing game—and the more efficiently your business runs, the more you win. Prosource® helps companies large and small optimize processes, reduce costs, and drive profits with a robust array of business equipment and IT services. Serving Cincinnati, Dayton, Louisville and Lexington, Prosource delivers industry-leading Office Equipment, Document Automation, and Technology Solutions. Don't let inefficiencies hold you back, power up with Prosource.

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