



# eSolve Solutions, Inc.

Revolutionize Work

PO Box 182, Latham, NY 12110 \* Ph 518-632-1092 \* [contact@esolvesolutions.com](mailto:contact@esolvesolutions.com)

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[www.esolvesolutions.com](http://www.esolvesolutions.com)

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## About eSolve Solutions

***eSolve Solutions provides strategic IT services and next generation collaboration tools.***

eSolve leverages its extensive experience in Information Technology and Project Management to assist organizations with their strategic IT needs, usually starting with The “IT Physical™”. We address your specific needs and problems, to help you get the most out of your technology investment. Our products and services are tailored for small businesses and workgroups inside larger organizations to help them work and collaborate more effectively. One product offered is the custom, easy-to-use, anytime / anyplace online work environment called “The eSolve Office™”, which is powered by activeCollab™<sup>1</sup>.

Many of today’s organizations have implemented communication and planning tools (email, video conferencing, mobile devices, various software and cloud computing solutions, etc.), but are not realizing their full benefit and are instead plagued with problems. The tools often fail to work properly, are being used to generate but not organize data, and introduce a new level of frustration for users. As organizations continue to invest heavily in mobile technologies, new problems are introduced. Organizations face complex security issues, such as viruses, cybercrime, remote access problems, and data management and backup concerns. Users are also inundated with too many tools and information sources, and experience difficulty managing work priorities, and the business is put at risk due to security and performance issues.

### **eSolve’s Approach**

Strategic IT services directly addresses these issues by focusing on user and business needs, while simultaneously addressing security concerns. Instead of simply band-aiding problems as they occur, eSolve helps to develop a workable IT strategy that is consistent with business plans and work processes. The “IT Physical™” is designed specifically for this purpose. This analysis helps organization identify and understand issues with existing hardware and software, and setup an IT plan. This allows them to get the most from their current IT investment and reduce their security and business risks.

eSolve also offers “The eSolve Office™”, which is a secure, custom web-based work environment where organizations and team members collaborate by organizing information by project. Within each project they create and share documents, participate in discussion forums, establish and track milestones, work to team calendars, build and organize contact information, and jointly develop policies and procedures. This workplace is easily accessible and searchable, anytime – anyplace. It reduces the risk of losing data, makes teams more effective, cuts travel and email, makes data available when and where needed, and saves time, energy and money. eSolve also using “The eSolve Office™” internally to collaborate with many of its clients.

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<sup>1</sup> activeCollab™ is one of the best customizable project collaboration tools available! eSolve will create a custom, secure, web-based environment specifically for your organization and team members, where everyone can collaborate by organizing information by project.

*“Revolutionize Work”*

## Company and Personnel

eSolve Solutions is a privately held organization headquartered in Latham, NY. It was founded in 2007 by an executive team with extensive experience in project management, technology development and engineering, leadership, general management, education, and business operations. eSolve leverages its extensive network of partners, consultants, and contractors to deliver the best solution for each situation. This enables eSolve Solutions to develop, implement, and support innovative solutions for collaborative work in the changing business environment of the 21st century.

### **Guy J. Cortesi, PhD**

***Co-Founder, President and Chief Executive Officer***

Dr. Cortesi is a leading expert in collaborative workplace solutions and strategic IT. He has a Ph.D. in Information and Computer Science with research centered on collaborative workplace effectiveness and virtual organizations. He has 20 years experience in establishing secure Information Systems and Engineering designs for Bechtel, Inc. in the Naval Nuclear Program. Over the past 35 years, he has held various engineering, IT, leadership, and management positions at companies including Bechtel, GE, IBM, Texas Instruments, Fairchild/ Schlumberger, and Apple Computer.

Dr. Cortesi also holds an MBA and a B.S. in Electrical and Computer Engineering. His responsibilities have included engineering design, developing IT strategies, IT deployment, and system and network support for multiple sites and 1000+ users. He has been responsible for budget activities, new equipment/system design and evaluation, security, and training.

He is also an Adjunct Professor at the University of Albany, Union Graduate College, RPI Lally School of Management and Technology, Siena College, and HVCC, where, for the past 13 years, he has taught 30+ Graduate and Undergraduate level courses in the Computer and Information Science, Business, and Engineering technology. His areas of expertise include: Collaborative Workplace solutions, IT decision systems, organizational development using effective technology, virtual organizational theory, networking technology, web page authoring and Internet technologies, cross-platform PC skills, and general MIS.



## Examples of Our Clients

eSolve Solutions has provided solutions to a wide range of organizations. Some specific examples include the following:

**GlobalSpec:** eSolve Solutions provides The eSolve Office Pro to GlobalSpec, which is a worldwide renown organization that provide engineering search and engineering spec services to many organizations. GlobalSpec uses the service to collaborate with organizational members and teams for project planning. GlobalSpec selected The eSolve Office since it offered a cost competitive advantage and other benefits, including customization.

**Dickinson State University** - eSolve Solutions developed a form interface to the eSolve Office / activeCollab to allow users to enter form requests via the web. These were then translated and entered into eSolve Office / activeCollab tickets for further actions. The process simplified work requests and workflow by entering requests from users directly into the project management and tracking system.

**Calabrese Law, PLLC / Saratoga Abstract, LLC:** eSolve Solutions offered a variety of IT Strategics and general IT Services to Calabrese Law in Saratoga, NY, assisting with data backup and data sharing/collaboration solutions and general system setups and configuration.

**Advisen:** eSolve Solutions provides The eSolve Office Pro to Advsen, which offers insurance services in NYC. Advisen uses the service to collaborate with customers and workers in multiple locations. Advisen selected The eSolve Office since it had considered setting up and managing activeCollab, but determined that this would be too burdensome to maintain. The eSolve Office offered a cost competitive advantage to internal hosting.

**Capital Consulting Group, llc :** eSolve Solutions provides The eSolve Office Pro to Capital Consulting Group, migrating all of their data for the past 4 years from BaseCamp™. Capital Consulting facilitates and develops detailed implementation plans for organization accomplishment and relies heavily on online project collaboration tools.

**Dr. John Essepian, DDS:** eSolve Solutions provided IT support services for Dr. John Essepian, DDS, located in Latham, NY. eSolve first conducted an in-depth IT Physical™ and reviewed existing server, networks, and client PC devices. A thorough recommendation was made and several IT upgrades and enhancements are underway.

**Embassy Designs:** eSolve Solutions conducted an in-depth IT Physical™ for Embassy Designs, located in Scotia, NY. eSolve Solutions reviewed all computers and network equipment and fixed various IT issues, which improved overall performance and the effectiveness of IT at Embassy. eSolve most recently performed additional follow-on IT support services and addressed issues such as shared files and printing, to improve information sharing among users. Embassy Designs produces custom mill-working solutions, including sports lockers for colleges and organizations, including multiple Ivy League universities and major league teams.



## Examples of Our Clients (Cont.)

**Free Form Fibers:** eSolve Solutions conducted an in-depth IT Physical™ for Free Form Fibers, based in Saratoga, NY. eSolve provided IT support to improve IT effectiveness, correct problems with existing equipment, and provide IT Strategic direction. Free Form Fibers provides a new technology for producing high-performance fibers (HPF) at a substantially lower cost and environmental impact than competing processes.

**UST Power:** eSolve Solutions conducted an in-depth IT Physical™ for UST Power, located in Troy, NY. UST Power produces high-tech power conditioners for a global market. eSolve Solutions reviewed all computers and network equipment and fixed various IT issues, which improved overall performance, especially in printing and networking. eSolve Solutions also implemented the eSolve Office™ and conducted the QuickStart™ Training, which helped UST communicate internally and remotely, since many customers and suppliers are world-wide. This reduced travel and email. eSolve also implemented a hosted CRM solution, provides ongoing strategic IT services, and is developing a custom / online BOM system for materials tracking, which is expected to reduce the product development cycle by 50%. eSolve Solutions also provides ongoing IT support and strategic advice to UST Power.

**Dr. David Coppola, DDS:** eSolve Solutions provided IT support services for Dr. David Coppola, DDS, located in Schenectady, NY. eSolve first conducted an in-depth IT Physical™ and reviewed existing server, networks, and client PC devices. A thorough recommendation was made and several IT upgrades and enhancements were performed. This allowed Dr. Coppola to extend the life of existing IT equipment and software, while realizing a solid IT plan for the future. eSolve also serviced and repaired existing equipment including in-houses servers, backup systems, printers, client PCs and laptops, and network components. Rapid response to certain IT problems prevented business interruptions and service outages. eSolve Solutions most recently diagnosed and repaired a server failure, providing interim backup solutions to keep downtime to an absolute minimum.

**NYSCLA:** For the past few years, eSolve Solutions have provided website management services, and developed a custom, online database system for scheduling courses, for the New York State Council of Landscape Architects (NYSCLA), located in Albany, NY. Using the eSolve Office™, eSolve has been able to deliver custom IT services for NYSCLA, without physically meeting. eSolve will deliver these services again in 2010. Richard W Gibney RLA, NYSCLA President states, "The NYSCLA Board has been more than happy with the productivity, pricing and delivery from eSolve Solutions. We hope to meet them one day!"

**NYSERDA (New York State Energy Research and Development Authority):** eSolve Solutions deployed a customized version of The eSolve Office™ for NYSERDA for use with Program Opportunity Notice (PON) 1283. The eSolve Office™ was used as a collaboration tool for numerous businesses, colleges, and vendors to discuss combining efforts and skills to jointly develop and submit a PON proposal. This is the first use of a collaboration tool for this purpose at NYSERDA.

**U-Start Business Incubator - Union College:** UStart Business Incubator, located in Schenectady, NY and affiliated with Union College, helps new businesses get started by providing meeting rooms, offices, business support, and strategic council. eSolve provided IT support to improve IT effectiveness and correct problems with existing equipment, reducing the need to replace equipment and preventing business outages.



## Examples of Our Clients (Cont.)

**Schenectady County Chamber:** eSolve Solutions deployed a customized version of The eSolve Office™ for the Schenectady Chamber, serving Schenectady County in NY. The eSolve Office™ was used as a collaboration tool for jointly developing the 2010 strategic plan for the Chamber. This allowed participants to comment and work remotely on the plan in a central location, without resorting to numerous meetings and email, as done in the past.

**Arclay, LLC:** eSolve Solutions deployed a customized version of The eSolve Office™ for the Arclay, LLC, located Saratoga, NY, Troy, NY and Canada. Arclay develops and markets natural technologies. The eSolve Office™ helped communication internally and remotely, since Arclay operates in multiple locations, thus reducing travel and email. eSolve also provided IT support to improve IT effectiveness using existing equipment.

**Industrial Process Design (IPD):** eSolve Solutions developed a custom MS Access-based database for use by IPD, located in Slingerland, NY. IPD is a consulting engineering and construction management firm. Using the eSolve Office™, eSolve has been able to develop and deliver the database without the need for conventional meetings and email, which shortened the development cycle, saving time and money.

**Ioxus:** eSolve Solutions implemented The eSolve Office™ and conducted the QuickStart™ Training for Ioxus, located in Oneonta, NY. Ioxus produces ultra-capacitors. These rechargeable energy storage devices are used to prolong the lifespan of other energy sources, such as batteries. The eSolve Office was used for internal and external communication and project planning in the organization, replacing the need to conventional project planning tools and email.

**Repeat Business Systems:** Repeat Business Systems is an award-winning leader in Office Equipment Technology, located in Albany, NY. eSolve Solutions provided technical assistance to address a difficult IT issue. The issue was addressed quickly, preventing business outages.

**Newbrook / Excelco Developments:** eSolve Solutions implemented The eSolve Office™ for Newbrook / Excelco Developments, located in Silver Creek, NY. Newbrook / Excelco performs specialized fabrication, machining, and welding for customers such as the U.S. Navy and NASA. The eSolve Office was used in support of an engineering design effort with a remote engineering firm, located in a different city. It was also used for internal and external communication and project planning in the organization, minimizing the need to conventional project planning tools and email.

**Saratoga Business Advisors:** eSolve Solutions provided IT support services for Saratoga Business Advisors, a financial services organization located in Saratoga, NY. eSolve reviewed all equipment and implemented a networked storage solution to provide secure and improved document sharing.



## Examples of Our Clients (Cont.)

**imPress Printing and Graphics:** eSolve Solutions used its technical expertise to deliver a calendar sharing and collaborative document process while using the clients existing IT hardware. With over 40 years experience, imPress Printing and Graphics, located in Albany, NY, has been very successful by working in a teaming environment to compete projects for clients from conceptual design through printing services. A patchwork of IT hardware that had been purchased as the company grew was beginning to hinder its ability to work in a collaborative manner. eSolve Solutions addressed these issues.

**Jericho Drive-in:** eSolve Solutions extended the resources of a Rexford, NY engineering company, Rexford Engineering, to help engineer a modern drive-in screen with complex geometry and a tight delivery for Jericho Drive-in, located in Glenmont, NY. Using online collaborative project planning tools, eSolve delivered a project management solution that both compressed schedule time and added quality to the product.

