



2024 End-of-Year Update from the CEO: Reflecting on Progress and Vision for the Future

As we close out another year, I want to express my deepest gratitude for your continued trust and partnership with Velocity IQ. Since taking ownership of the company in 2023, I've been committed to leading Velocity IQ toward a future of growth, innovation, and unparalleled client service. It has been a transformative journey, and I'm excited to share some highlights from this past year and our vision for the year ahead.

Reflecting on 2024: A Year of Progress

This year has been one of significant milestones and achievements at Velocity IQ. We introduced several pivotal services to meet the evolving needs of our clients:

- VIQ Sync: A reliable cloud backup solution to protect and store your critical data securely.
- VIQ Connect: A robust cellular internet service ensuring uninterrupted connectivity for businesses.
- Microsoft 365 Management: A comprehensive solution to streamline and optimize your Microsoft 365 services with enhanced security, user management, and proactive monitoring.
- VIQ Phishing Training: A program designed to arm your team against phishing attempts and improve cybersecurity awareness across your organization.
- Strategic Partnerships: We strengthened our position in the industry by forming strategic alliances with leading vendors, allowing us to deliver state-of-the-art solutions tailored to our clients' needs. These partnerships enable us to provide best-in-class products and services while staying ahead of technological advancements.
- Proactive Client Support: We expanded our offerings with enhanced proactive services, such as advanced cybersecurity measures, data monitoring, and 24/7 support, ensuring maximum uptime and operational efficiency for our clients.
- Government and Enterprise Growth: This year marked our registration with the federal government as a contractor, opening doors to serve larger organizations with our US-based support team.
- Client-Centric Innovations: We introduced practical tools like VIQ Helpdesk buttons for quicker issue resolution and implemented flexible payment plans for critical upgrades, reinforcing our dedication to client satisfaction and accessibility.

These achievements were made possible by our incredible team and the trust of clients like you.

Looking Ahead to 2025: Our Strategic Focus

As we plan for the upcoming year, we are laser-focused on four core areas to help all businesses—current and future clients—stay resilient, secure, and prepared for the future:

1. Business Continuity

Ensuring uninterrupted operations is more critical than ever. We will prioritize robust disaster recovery plans, cloud-based infrastructure solutions like Microsoft Azure, and proactive monitoring to keep your business running smoothly, no matter the circumstances.

2. Cybersecurity

With cyber threats constantly evolving, we are enhancing our services to safeguard your business. Our advanced threat detection systems, security awareness training, and comprehensive incident response plans will give you the peace of mind that your operations are secure.

3. Artificial Intelligence (AI)

The future is here, and AI will play a pivotal role in optimizing your IT operations. From predictive analytics to process automation, we aim to integrate AI-driven solutions into our offerings, empowering your business with tools that enhance efficiency and decision-making.

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4. User Experience

Your team's productivity and satisfaction depend on seamless and intuitive IT solutions. We focus on delivering user-friendly systems, responsive support, and tailored training to ensure your employees can work efficiently and confidently with the technology at their disposal.

A Message to Our Prospective Clients

If you are considering partnering with Velocity IQ, I encourage you to explore the many ways we can support your business's IT needs. Whether it's optimizing your operations with Microsoft 365 Management, enhancing your connectivity with VIQ Connect, or safeguarding your organization through advanced cybersecurity measures, we are here to provide customized solutions that align with your goals.

At Velocity IQ, we pride ourselves on delivering professional, white-glove service tailored to businesses of all sizes. As your strategic IT partner, we are committed to helping you navigate today's challenges while preparing you for tomorrow's opportunities. Let us show you how we can transform your IT environment into a seamless, secure, and efficient operation.

Our Commitment to You

At Velocity IQ, we are more than just a Managed Service Provider. We are your strategic partner, dedicated to aligning technology with your business goals. Whether you're a long-standing client or considering our services for the first time, our mission remains the same: to provide reliable, innovative, and secure technology solutions that empower your success.

Thank you for being part of our journey. As we step into 2025, we look forward to strengthening our partnership and supporting your business's growth and success.

Wishing you a prosperous and technology-driven year ahead.

Warm regards,

Brian Thomas
CEO
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