

Company Overview

Infinite IT is an award-winning organization recognized by many Financial Post 500 organizations as a critical leg to their operations.

Infinite IT has won several awards for the focused approach the company has namely in the following areas:

- ❖ Cloud
- ❖ Collaboration
- ❖ Data Centre
- ❖ Help Desk
- ❖ Infrastructure
- ❖ Internet Services
- ❖ Managed Services
- ❖ Security Services
- ❖ Unified Communications
- ❖ Virtualization
- ❖ Wide Area Networking

Infinite IT (8IT for short) is your partner that will ensure your IT success.

If you need help with your computer, phone or internet services, contact us by phone, online or via email. We are here to help!

Looking for IT help? Let us know!

Below are several methods of finding the right resource at 8it, along with several self-help tools that you can leverage to ensure you are always taken care of.

| You Need | Online | Email | Phone |
|---|---|--|------------------|
| Technical Support (English) | https://my.8it.ca | HelpDesk@8it.ca | +1-647-777-3398 |
| Support Technique (Francais) | https://my.8it.ca | HelpDesk@8it.ca | +1-514-399-0555 |
| Technical Support (English and Italian) | https://my.8it.ca | HelpDesk@8it.ca | +44-137-535-0888 |

Other Important Contact Resources, Shortcuts, Web Links and Email Addresses

| | | |
|------------------------------------|---|---|
| New Products or Services | sales@8it.ca | 1-877-314-3337 or 1-416-928-6760 |
| General Inquiries | info@8it.ca | When in doubt, email us! |
| Customer Portal | https://my.8it.ca | Check your service requests |
| Web Services Portal | https://webservices.InfiniteIT.ca | Domain names, SSL, web hosting services and more! |
| WebEx Meeting Space | https://8it.webex.com | Meeting with us online? Go here to see your meetings. |
| Executive Team Escalations | execs@8it.ca | Priority email to executive team – note false escalations may incur an emergency response fee |
| Microsoft Office Email | https://mail.office365.com | Get your email from anywhere in the world! |
| Microsoft Office Management Portal | https://portal.office.com | To manage your O365 account – everyone has access to this resource |



Employee Purchase Plan

sales@8it.ca

As an employee of your company, you are eligible to get the same discounts your company does. Just email us what you are looking for and what your payment method is.

Your Dedicated Executive Team

| | Cloud, Data Centre & Professional Services | Admin, Finance, HR, Marketing & Sales | Other Departments | Email | Telephone |
|------------------------|--|--|-------------------|--|----------------|
| Chris Stock | (416) 628-3775 CStock@8it.ca | Joe Ussia | Finance | Billing@8it.ca | (416) 928-6760 |
| | | (416) 628-3710 JUssia@8it.ca | Sales | Sales@8it.ca | (416) 928-6760 |
| | | | Support | Support@8it.ca | (647) 777-3398 |

Infinite IT is a 24 x 7 x 365 operation, however your company may or may not have access to certain services 24 hours a day. Please consult with your management team before requesting after hour services as the services may be billable to your company.