



IMPACT PARTNERS WITH NAVY PIER TO POWER WI-FI SERVICES AND BUSINESS SOLUTIONS

Multi-Year Agreement Names Impact as Navy Pier's First-Ever Wi-Fi Sponsor and Launches Partnership for Managed Services, including IT, Print Services and Strategic Solutions

LAKE FOREST, IL – August 20, 2018 – [Impact](#), a leader in the Managed IT and Cloud Services sector, has launched a comprehensive partnership with the popular Chicago destination [Navy Pier](#). The multi-year agreement designates Impact as the first-ever sponsor of Navy Pier's Wi-Fi services. In addition to the sponsorship, the agreement strategically aligns the brands, with Impact taking over Navy Pier's Managed IT, Print and Strategic Services. Originally opened in 1916, Navy Pier has long been regarded as the People's Pier. Today, this historic icon in Illinois, welcomes more than 9 million guests each year. The partnership expands Impact's foothold in the Chicagoland area, and is mutually beneficial for both parties with the exchange of services and brand recognition.

"We are very proud to be partnering with an iconic landmark such as Navy Pier to become the first-ever Wi-Fi service sponsor and take care of the Pier's Managed IT services, Managed Print services and Strategic Services," said Impact CEO, Frank Cucco. "Navy Pier has a storied history in Chicago, and we know that aligning with the brand will bring great exposure to our target clientele. Additionally, we will be providing the Pier with a variety of our services to ensure that their operations run successfully and future goals are easily met."

Nearly two decades ago, Impact started in the suburbs of Chicago as a copier dealer, and has since expanded to a full managed service provider with over 15 locations throughout the Midwest and West Coast. As a managed service provider, Impact helps growing businesses optimize processes and run everyday operations more efficiently and securely. The partnership with Navy Pier includes Impact's CompleteCare program, a customized, proactive IT support and management solution with a dedicated Field Network Engineer onsite weekly, and access to Impact's Help Desk, INC toolset and IT Glue Portal. To increase cybersecurity for the pier and its Wi-Fi users, Impact will also implement disaster recovery and onsite and offsite business continuity solutions. Impact also replaced Navy Pier's previous copier vendor, adding Managed Print Services with PaperCut, and will improve print security and print speed. Finally, Impact will assist Navy Pier in managing contracts with a solution utilizing DocuWare software.

"As Navy Pier continues to advance into its second century, we actively pursue dynamic partnerships and programs that enhance our organizational value of excellence while improving the guest experience," said Navy Pier President and CEO Marilynn Gardner. "We are thrilled to expand our partnership with Impact to offer added value to our guests, staff and partners."

Impact and Navy Pier launched Wi-Fi services on August 6, 2018, officially as "Navy Pier Wi-Fi powered by Impact." The new partnership is already a success with Navy Pier visitors; there were over 27,066 unique connections in the first week.

ABOUT IMPACT

Impact is a fierce competitor in the Business Process Optimization space. Founded in 1999, Impact employs over 525 people at its 17 locations in the Midwest and West Coast. Impact uses business process optimization to help growing organizations reduce redundant, manual or paper-based processes. Impact specializes in the development, conception and execution of enterprise data & document strategies. Impact helps growing organizations eliminate reliance on hardcopy documents, overcome process-oriented business challenges and safeguard key business data & information. These sustainable initiatives lead to increased efficiency and the rapid achievement of operational goals. To learn more visit www.impactmybiz.com.

ABOUT NAVY PIER

Located on Lake Michigan, Navy Pier is one of the top-attended nonprofit cultural destinations in the Midwest, stretching more than six city blocks and welcoming more than 9 million guests annually. Originally opened in 1916 as a shipping and recreation facility, this Chicago landmark showcases more than 50 acres of parks, restaurants, attractions, retail shops, sightseeing and dining cruise boats, exposition facilities and more. In 2018, Navy Pier continues to usher in its second century with ongoing pier-wide redevelopment efforts – including the Fifth Third Bank Family Pavilion, Peoples Energy Welcome Pavilion, 220-room hotel and more – in addition to free, year-round arts and cultural programming designed to inspire, educate and connect communities across the city and globe. For more information, visit www.navy pier.org or download the free Navy Pier app for Android and iOS device users.

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