

WHEN YOU KNOW THE CODE, WRITING MORE TECH BUSINESS COMES EASY.

At the highest level, services provided by a technology company fall into one of three areas: **1.** software; **2.** hardware and **3.** a combination of software and hardware. Use the following descriptions to help classify technology business prospects for Spectrum®, Workers' Comp, Auto and FailSafe® E&O.

1. SOFTWARE SERVICES

Prepackaged Software Development (Off-the-Shelf Software), Custom Software Development, Software Programming/Configuration/Installation/Integration/Maintenance/Consulting, Software as a Service (SaaS), Website Design/Hosting, IT Staffing

11171 Software, Internet, Application & Web Design

A technology company that:

- Packages and commercially sells software to a broad range of customers in a fixed format.
- Develops software for a particular client's specific needs.
- Licenses software to customers on a subscription or usage basis and provides and manages application access, security, availability, performance, upgrades, and maintenance for customers entirely over the internet, **Software as a Service (SaaS)**.
- Constructs the overall "look and feel" of a website is a **website designer**.
- Provides hardware, software and communication lines required to store the site on a computer so that others can access it via the internet provides **website hosting** services.
- Develops e-commerce applications which enable a customer to make an online purchase.

42751 Technology Consulting, Staffing & Custom Programming

A technology company that:

- Programs software code for other software developers performs **programming** services.
- Sets up and optimizes software for use provides configuration and **installation** services.
- Provides ongoing support via updates to keep the software working correctly performs **maintenance**.
- Offers expert advice for a fee specific to the technology field is **consulting**.
- Outsources their own IT personnel; or hires independent contractor IT personnel to outsource to their clients for IT projects or contracts or on a "time and materials" basis.

IT personnel includes software programmers, software/application developers, systems integrators and IT consultants.

2. HARDWARE SERVICES

Hardware Installation/Integration/Maintenance

- 11081** Technology Integration, Installation, Service or Repair
A technology company or individual that:
- Sets up hardware for use is an **installer**.
 - Interconnects network cabling or configures software to work with the hardware provides **integration** services.
 - Provides ongoing support to keep the hardware and software working correctly performs **maintenance**.

Hardware Manufacturing/Development/Sales

- 35771** Technology Product Manufacturing
- Finished computer, electronics, audio, video and telecommunications products
- 36791** Technology Components Manufacturing
- Electronic components, connectors, capacitors, resistors, circuit boards
- 50632** Technology & Electronics Product Distributor
- Activities for technology-related items you can touch, including computer desktops, laptops, servers, disks, disk drives, keyboards, finished/component electronics and computer chips.

3. TECHNOLOGY SERVICES

- 11041** Technology Service Provider – applies to the following:
- A technology company that:
 - provides internet services to customers on a subscription basis is an **internet access/service provider** (ISP).
 - provides telephony services over the internet, including hardware and software needed for the service is a **voice over internet protocol (VoIP) provider**.
 - A **data center** is a physical or virtual infrastructure used by businesses to house computer, server and networking systems and components for their information technology (IT) needs.
 - A **cloud service provider** (CSP) provides applications, storage services, platforms and/or hosting services to its clients via a cloud-based infrastructure.
 - A company that manages a customer's information technology (IT) infrastructure and end-user systems remotely or on-site is a **managed service provider** (MSP).
 - an MSP may also provide system security monitoring, troubleshooting and remote IT help desk services.

PROGRAM YOUR BUSINESS FOR GROWTH.

Talk to your rep or underwriter to learn more about our tech appetite.
For additional information on our Technology FailSafe E&O, [click here](#).



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