

RESPONSIVE IT SOLUTION



Responsive IT Solutions More Reliable Networks Are Our Business

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Today's Agenda



- Introduction
- IT Challenges
- Problems with Traditional Approaches
- Details of the Responsive IT Solution
- The Benefits of Responsive Support
- How it Works
- Q & A



About Us



- Pre-eminent Managed Service Provider
 - ***"Provide organizations with predictable, business-focused IT services that optimize operations, manage risk and deliver measurable business value to our customers."***
- Experience
- -CATCOM COMPUTERS was founded in 1996.
- - CATCOM COMPUTERS is dedicated to helping your firm use information technology as a formidable competitive weapon.



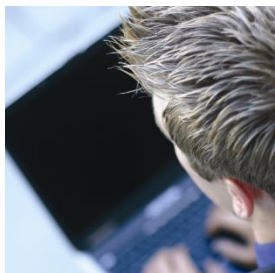
About Us



- -CATCOM COMPUTERS has assisted product and service businesses to plan IT strategy, select appropriate hardware and software, custom network and internet access get systems and peripherals up and running quickly. In addition we do repairs and upgrades to a large variety of computers (including Apple systems) and peripherals.



About Us



- - Our certified staff, computer engineers and technicians, have extensive practical experience with system design, networking, custom internet connection-Cable modem, DSL, Dial-up, repair all brands PC, Apple, Notebooks and peripherals(all brands monitors, printers, removable media and storage devices)

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CATOM COMPUTERS DOES REPAIRS ON PRODUCTS COVERED BY APPLE, IBM, SONY WARRANTY.



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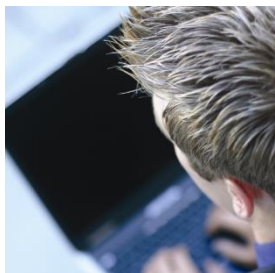
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IT Challenges



- No Structured Support Process
 - Speed and quality of incident resolution suffer
- Managing IT Costs
 - Allocation and budgeting for IT support costs
- Lack of Information
 - No visibility into network stability, security and performance
- Risk and Exposure
 - Security vulnerabilities
 - Data loss or theft
- Chaotic Approach
 - Little analysis, only 'firefighting'



Frustrations with Traditional IT Services

Frustration	Causes
Time to fix <ul style="list-style-type: none">• Takes too long to respond and fix problems	<ul style="list-style-type: none">• Insufficient troubleshooting information• Getting a technician onsite to diagnose and fix problems takes time
Too many cooks <ul style="list-style-type: none">• Lack of consistency in people, approach, procedures and skill	<ul style="list-style-type: none">• Varying technicians and companies conduct service
Knowledge level <ul style="list-style-type: none">• Need a senior engineer's help, but get a junior technician	<ul style="list-style-type: none">• Lack of information impedes early diagnosis and resource allocation
Repeat problems <ul style="list-style-type: none">• The same issues occur again and again	<ul style="list-style-type: none">• Poor incident tracking and trending



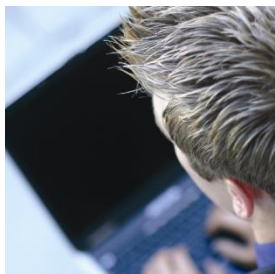
Remediation Cost – The Wrong Approach

Network Issue Example:

- Server failure at a 20-user law firm
 - Hour 1: Client reports incident to provider
 - Hour 2: Provider dispatches technician onsite
 - Hour 3: Technician begins diagnosis of the issue
 - Hour 4: Technician leaves to get senior engineer
 - Hour 6: Sr. engineer arrives at client site and begins a 2-hour remediation
 - End of Hour 7: Incident resolved

Total Billable Time: 7 hours

Total Client Downtime: 7 hours





Remediation Cost – The Right Approach

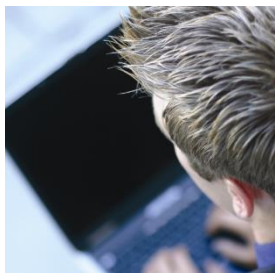
Network Issue Example:

- Server failure at a 20-user law firm
 - Hour 1: Client reports incident to provider
 - Hour 2: Technician diagnoses issue, but must escalate to senior engineer
 - Hour 3: Sr. engineer begins a 2-hour remote remediation
 - End of Hour 4: Incident resolved



Total Billable Time: 4 hours

Total Client Downtime: 4 hours



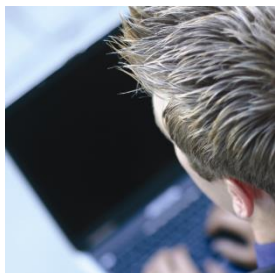
Remediation Cost – Comparison

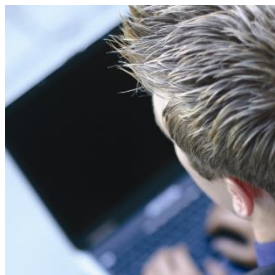
Wrong Approach	Right Approach
7 hours of billable provider time @ \$100/hr Cost = \$700	4 hours of billable provider time @ \$100/hr Cost = \$400
7 hours of client downtime @ \$500/hr Productivity loss = \$3,500	4 hours of client downtime @ \$500/hr Productivity loss = \$2,000
Total Incident Cost: \$4,200	Total Incident Cost: \$2,400



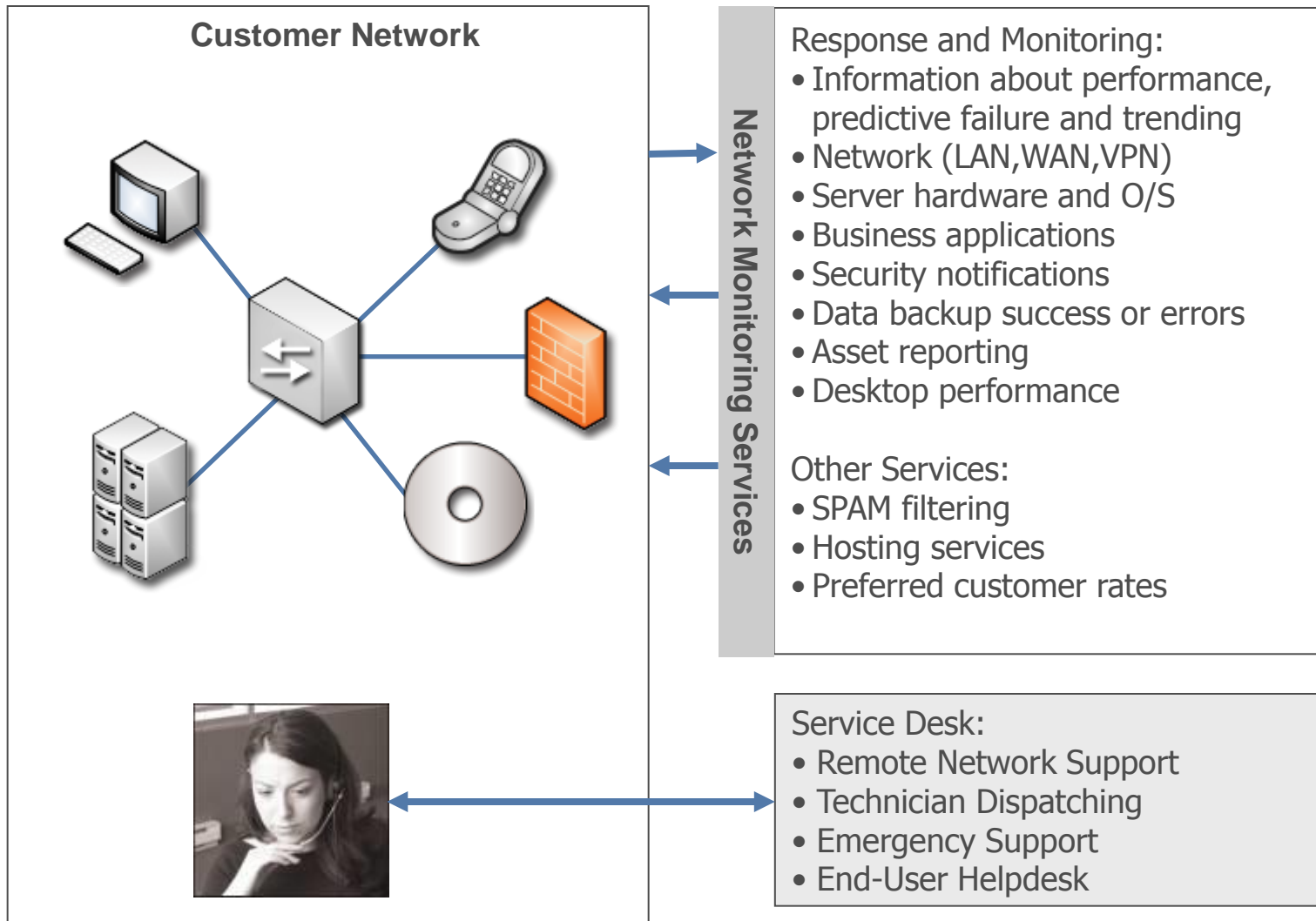
The Solution – Managed Services

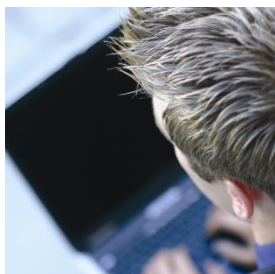
- Performance monitoring
- Structured response
- Constant information from the network
- Trending and analysis reports
- Higher level of customer service
- Ability to identify root issue causes
- Rapid troubleshooting





Responsive Services – How It Works





Responsive Solution – Benefits

- Dramatically reduced issue identification and diagnosis
 - Reduced incident duration
 - Reduced remediation expense
 - Less lost productivity and downtime
- Early issue detection
 - Early detection of impending issues means we resolve many issues before they can affect your network and employee productivity
- Access to an expert IT staff
 - Savings by outsourcing to professional IT organization
 - No need to hire and manage costly internal IT staff
 - Focus on your core competence and not your network
- Stealthy diagnosis and resolution of desktop problems
 - With advanced remote support capabilities, desktop issues can be resolved without disrupting users



Responsive Solution – About



- Responsive Services Solution:
 - 24x7 performance monitoring of your key devices, applications and IT resources
 - Remote and onsite response services
 - Rapid diagnosis using monitoring data
 - Call response priority over standard customers
 - Reporting and analysis
 - Greater transparency into IT performance

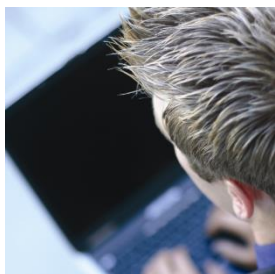


Responsive Solution Details



Responsive Solution Offering

Feature	Description
Onsite and Remote Response	<ul style="list-style-type: none">• Technicians work remotely on your network to resolve issues, and can be dispatched to your office when necessary
Complete Monitoring	<ul style="list-style-type: none">• Monitoring the vital statistics of your routers, switches and VPN equipment• Monitoring of the vital systems of your servers
Security Basics	<ul style="list-style-type: none">• Ensuring your existing network security investment is doing its job
Backup Essential	<ul style="list-style-type: none">• Monitoring the success of your backup solution
Access to Service Desk	<ul style="list-style-type: none">• End-user access to our qualified technicians
Emergency Support	<ul style="list-style-type: none">• For high-priority incidents, we will act rapidly to get you back to business quickly. Whether you require onsite work, remote remediation or both, we're here when you need us
Additional Services	<ul style="list-style-type: none">• We also offer a wide range of optional services to customize your solution to meet your needs



Responsive Support Services

Incident Response

Rapid response and resolution of network, hardware and other disruptive incidents.

User Response

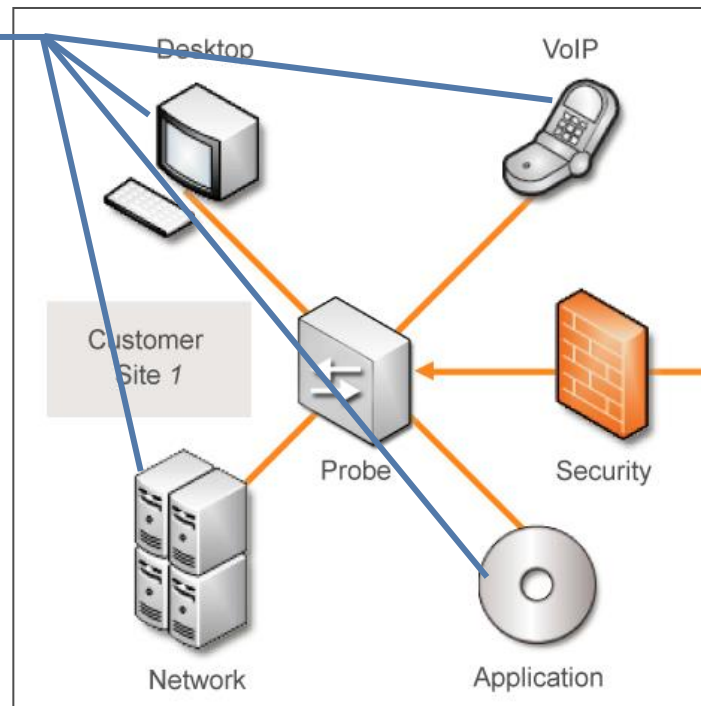
Support of end user requests and problems.

Emergency Response

When critical systems fail, we can respond immediately.

Benefits

Comprehensive, efficient support when and where you need it.





Monitoring

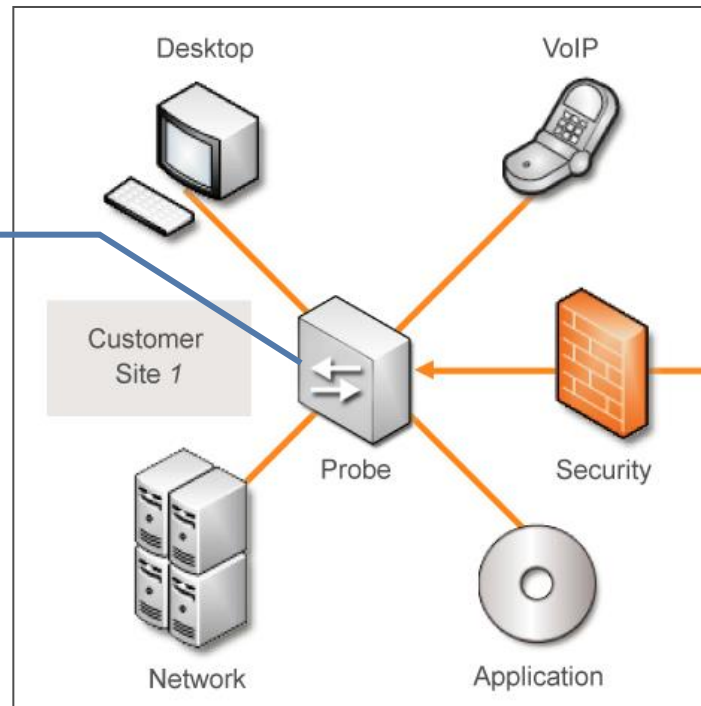


24x7 Performance Monitoring

Continuous monitoring of selected devices and applications alerts us to impending problems and allows for thorough analysis of issues.

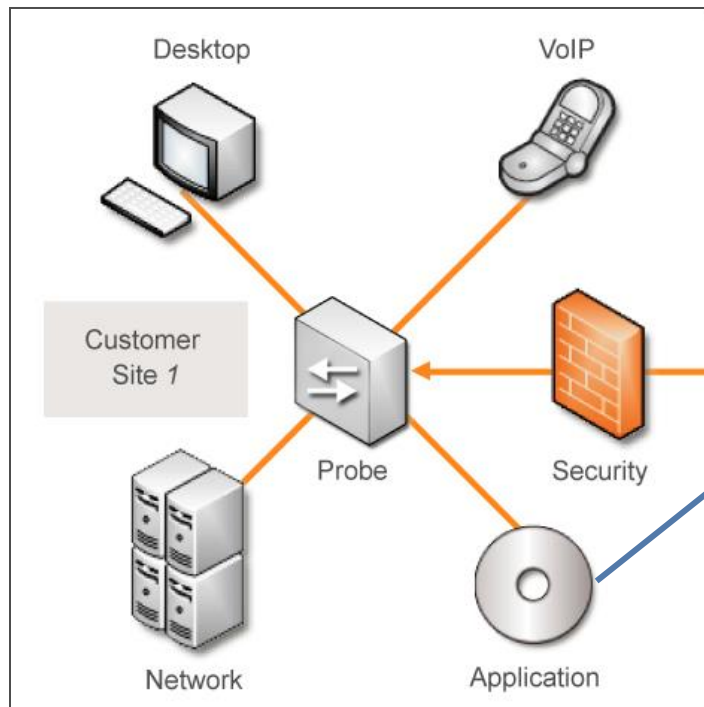
Benefits

Avoid many disruptive incidents and reduce remediation times. Build data for trending and analysis.





Data Protection

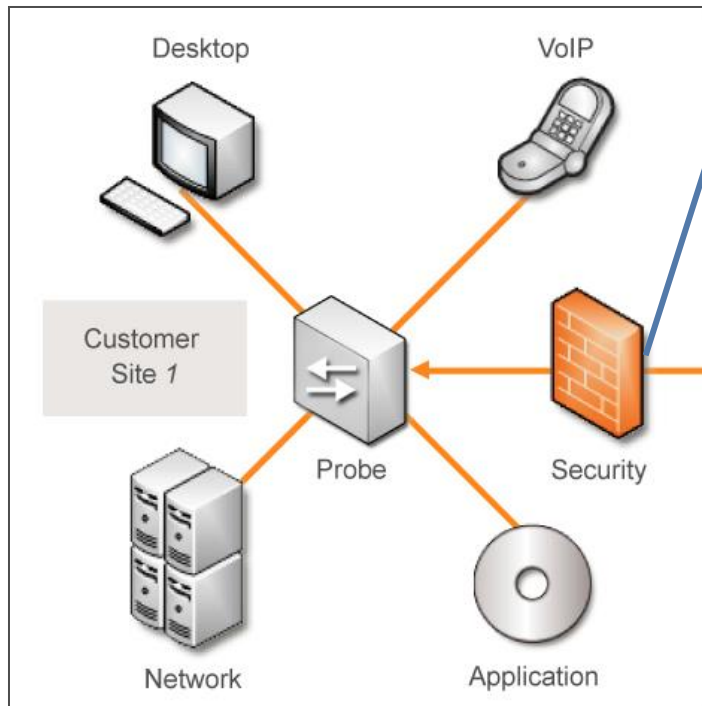


Data Backup Services
Monitored data backup solution.

Benefits
Ensures your backup solution is operating properly and your data has essential protection.



Security



Security Services

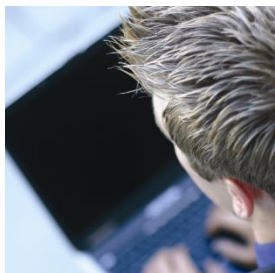
Track and respond to security incidents from your firewall, antivirus and other solutions.

Benefits

A secure perimeter, safe data and ongoing security feedback.



Desktop Support

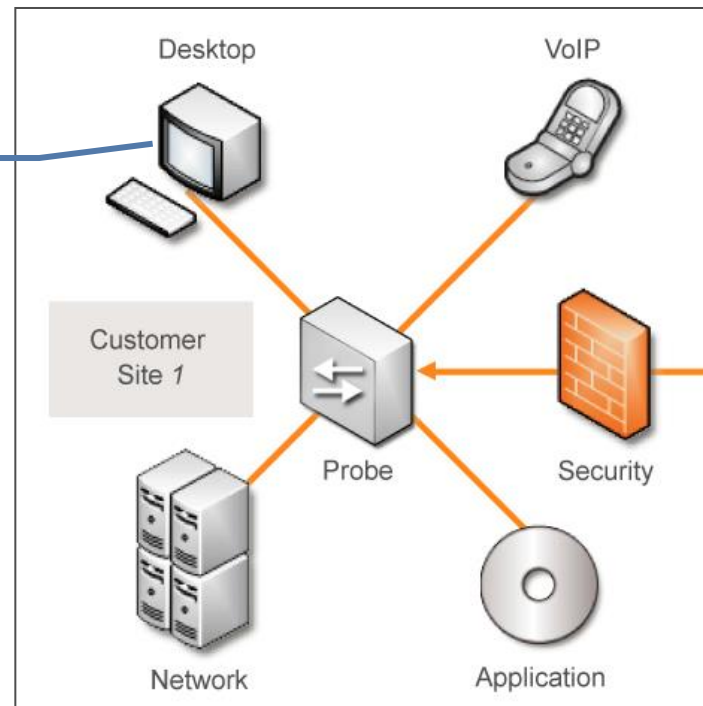


Desktop Support

Performance monitoring,
rapid issue diagnosis and
response to issues.

Benefits

Fast issue resolution keeps
users productive and their
data safe.





Outsourced CIO and Reporting



- Business services examples
 - Emailing clients
 - Sales
 - Accessing client files
 - Accounting and receivables
 - Graphic design
- Technology that supports business services
 - Hardware
 - Operating systems
 - Applications
 - Network environment
- Areas to make changes
- Link IT performance to business impact

Name	Desktop	Voip	Network	Security	Email	CRM	Printer	ERP	Website
Gray Rock	✓	✓	✓	✓	✓	✓	✓	✓	✓
Complex	✓	✓	✓	!	✗	✓	✓	✓	✓
Prospect Inc.	✓	✓	✓	✓	✓	✓	✓	✓	✓
Nektia	✓	✓	✓	✓	✓	✓	✓	✓	✓
Optimus	✓	✓	✓	!	!	✓	✓	✓	✓
NeauDay	✓	✓	✓	!	✗	✓	✓	✓	✓
Velocity	✓	✓	✓	✓	✓	✓	✓	✓	✓



Can You Afford Not To?



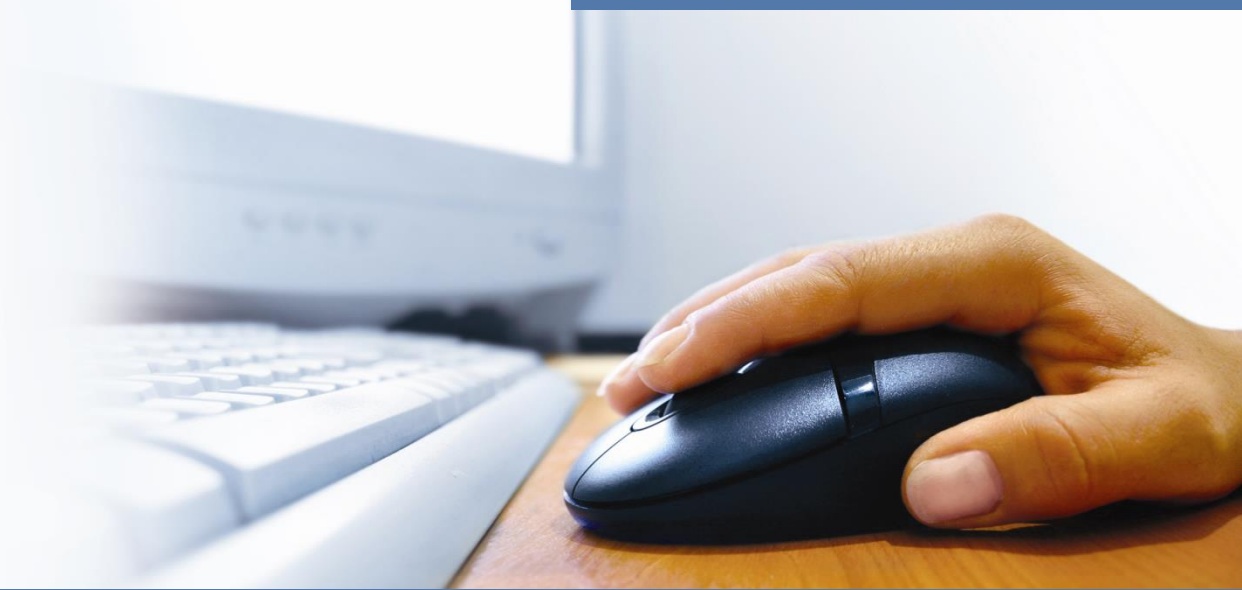
- Increase
 - System uptime and performance
 - Staff productivity
 - Transparency into IT performance
 - Depth of support services
 - Issue resolution quality
- Reduce
 - Security exposure
 - Risk of catastrophic data loss
 - Downtime and lost productivity costs



Next Steps



- Technology and business IT assessment
- Solution proposal



Thank you

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