Proactive 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 Proactive IT Solution
• The Benefits of Proactive 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 is an APPLE, IBM, SONY AUTHORIZED SERVICE CENTER,

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

- Unpredictable, costly downtime
  - Staff and corporate productivity are impacted
- Managing IT Costs
  - Amount and predictability of ongoing cost
- Management Time
  - Time and effort to fix problems
- Risk and Exposure
  - Security
  - Data loss or theft
  - Compliance uncertainties
  - Interruption of vital IT services
- Strategic Issues
  - Lack of accountability or ownership of problems
  - Lack of optimization
Downtime Cost

Downtime Illustration Example:

• File server failure at a 20-user law firm
  – For eight hours employees do not have access to their client records, forms, document assembly and case management resources
  – The firm’s partners and associates have a typical average utilization rate of 70% (billable time)
  – During the course of this failure, they can only work at 30% of the normal level of productivity
  – Service provider begins remediation two hours after failure
Downtime Illustration

Downtime Illustration Example:

- Legal partners (4) bill themselves out at $250/hr
  - Utilization rate = 70% so effective billing rate is $175/hr
- Associates (10) bill themselves out at $140/hr
  - Effective billing rate = $98/hr

Downtime Incident Cost Calculations:

- 6 hrs of technician time to fix the server: $600 (6%)
- 4 partners’ lost billing at 30% utilization: $3,920 (39%)
- 10 associates’ lost billing at 30% utilization: $5,488 (55%)

TOTAL COST OF DOWNTIME INCIDENT: $10,008 (100%)
## Frustrations with Traditional IT Services

<table>
<thead>
<tr>
<th>Frustration</th>
<th>Cause</th>
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</thead>
<tbody>
<tr>
<td><strong>Time to fix</strong></td>
<td>Getting a technician onsite to diagnose and fix problems takes time</td>
</tr>
<tr>
<td>• Takes too long to react and fix problems</td>
<td></td>
</tr>
<tr>
<td><strong>Lack of prevention</strong></td>
<td>No standards for delivering preventative maintenance where and when required</td>
</tr>
<tr>
<td>• Most IT services are just reactive</td>
<td></td>
</tr>
<tr>
<td><strong>Knowledge level</strong></td>
<td>Lack of information on IT issues impedes early diagnosis, troubleshooting and resource allocation</td>
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<tr>
<td>• Need a senior engineer’s help, but get a junior technician</td>
<td></td>
</tr>
<tr>
<td><strong>Unpredictable costs</strong></td>
<td>Consequence of responding to issues as they arise, instead of managing systems proactively</td>
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<tr>
<td>• Cost and unpredictability impacts budgeting and planning</td>
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### IT Support Cost Comparison

<table>
<thead>
<tr>
<th></th>
<th>Reactive Solution</th>
<th>Proactive Solution</th>
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<tbody>
<tr>
<td>Monthly contract</td>
<td>$300</td>
<td>$1,250</td>
</tr>
<tr>
<td>Additional reactive support</td>
<td>$1,100</td>
<td>$300</td>
</tr>
<tr>
<td>Downtime cost</td>
<td>$1,000</td>
<td>$300</td>
</tr>
<tr>
<td>Emergency support</td>
<td>$300</td>
<td>$150</td>
</tr>
<tr>
<td>Overages</td>
<td>$250</td>
<td>$150</td>
</tr>
<tr>
<td><strong>TOTALS</strong></td>
<td><strong>$2,950</strong></td>
<td><strong>$2,150</strong></td>
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Proactive Solution provides a more stable IT environment for 27% less total cost than a basic Reactive Solution.

- Low commitment, Little included T&M or Block items such as user support, desktop support, and network management.
- Little or no preventative maintenance means downtime isn’t avoided. One incident can cost thousands.
- Emergency response is 100% billable, and often at inflated hourly rates.

- Customer requests, configuration changes.
- Preventative maintenance reduces overall downtime failures by 70%.
- Need for emergency support drops with preventative maintenance stability.

- Customer requests, configuration changes, and support blocks.

*All figures above are monthly.*
Proactive Solution

• Proactive Services Solution:
  – 24x7 performance monitoring of your key devices, applications and IT resources
  – Remote and onsite maintenance services
  – Rapid diagnosis using monitoring data
  – Call response priority over standard customers
  – Comprehensive reporting and analysis
  – Greater transparency into IT performance and planning

• Addresses:
  – Network and system stability
  – Security services
  – Desktop services
  – Data protection through backup solution
  – Effective planning for functionality and capacity

• Also Offers:
  – Service desk for centralized support
  – Strategic planning through regular review meetings
Benefits of Proactive Services

- Significantly improved overall system reliability and performance
  - Prevents issues, reduces downtime impact and duration
- IT spending focused on issue avoidance and service optimization rather than ‘fighting fires’
  - Through preventative maintenance
- Predictable network and system management costs
  - Majority of support activity is pre-scheduled or automated
  - Alignment of IT support with your business needs
- Improved security
  - Minimize risk of intrusion, data theft and lost productivity
- An outsourced IT management solution
  - Focus on your core competence and not your network
How It Works – Services Offered

Management and Monitoring:
- Network Support (LAN, WAN, VPN)
- Server maintenance
- Monitoring devices and applications for performance, predictive failure and trending
- Security services
- Data backup and recovery services
- Asset management and control

Other Services:
- Move/Add/Change projects
- Virtual CIO consulting
- Training services

Service Desk:
- Remote Network Support
- Technician Dispatching
- Emergency Support
- End-User Helpdesk
# Proactive Solution Details

## Proactive Solution - Core Offering

<table>
<thead>
<tr>
<th>Feature</th>
<th>Description</th>
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<tbody>
<tr>
<td>Preventative Network Maintenance</td>
<td>• Preventative maintenance plan on servers and key network devices with 24x7 performance monitoring and allowance for client support requests</td>
</tr>
</tbody>
</table>
| Networking Control             | • Monitoring and continuing maintenance of:  
  – Network Infrastructure (LAN, WAN, domain and VPN)  
  – Network traffic, bandwidth and trends  
  – Network configuration and user permissions |
| Reporting                      | • Monthly Executive Summary Reports  
  • Asset Management Reports  
  • Incident Reports  
  • Service/Device Availability Reports |
| Access to Service Desk         | • End-user access to our qualified technicians |
| Emergency Support              | • 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 |
# Proactive Solution Details

## Proactive Solution - Optional Service Modules

<table>
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| **Advanced Security Management** | • Firewall and Perimeter Management  
• Antivirus Management  
• Spam and Virus Mail Filtering  
• Vulnerability Scanning and Remediation  
• Security Policy Creation and Enforcement  
• Specialized Security Reporting  
• Wireless and Remote User Security Management |
| **Desktop Management** | • Proactive services and maintenance  
• Software and O/S patches and updates  
• Monitoring for ongoing performance and security |
| **Storage and Recovery Management** | • Backup Management  
• Remote Data Vaulting and Other Custom Storage Solutions |
| **Customized Support and Monitoring Solutions** | • If your network is bigger or more demanding than most, we can support additional devices or services and customize your solution to suit your specific needs |
| **Virtual CIO** | • Report and recommend on chronic and acute issues  
• Planning for avoidance of both acute and chronic issues  
• Incident and maintenance review  
• Capacity, migration, asset refresh strategy and planning  
• Ongoing IT budgeting assistance and consulting  
• Recommendations for changes to support plan |
| **Pre-Purchased Service Blocks** | • Purchase blocks in advance by taking advantage of our loyalty program |
Preventative Maintenance

**Regular Maintenance**
Scheduled maintenance activities on servers, desktops as well as other devices and applications.

**Benefits**
Fewer downtime incidents, greater stability and reduced security risks.
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

Backup and Recovery Services
Remote and onsite data storage and disaster recovery service.

Benefits
Protects and quickly restores your mission-critical data.
Security Services
Security configuration, firewall management, policy enforcement, antivirus, anti-spam, vulnerability scanning and other security services.

Benefits
A secure perimeter, safe data and an ongoing and adaptive IT security plan.
**Desktop Management**

Optimal configuration, preventative maintenance, performance monitoring, application compliance and response to issues.

**Benefits**

Stable, secure desktops that keep 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
Can you afford not to?

- **Increase**
  - System uptime and performance
  - Staff productivity
  - Cost predictability
  - Alignment of IT to business needs
  - Transparency into IT performance

- **Reduce**
  - Security and compliance exposure
  - Risk of catastrophic data loss
  - Emergency IT issues
  - Downtime and lost productivity costs
Next Steps

- Technology and business IT assessment
- Solution proposal
Thank you

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