



Managed 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 Managed IT Solution
- The Benefits of Fully Managed 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

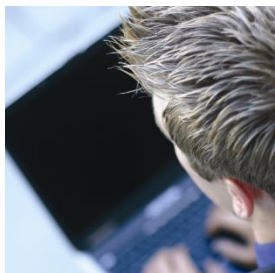
- - CATCOM COMPUTERS is an APPLE, IBM, SONY AUTHORIZED SERVICE CENTER,



-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.



Frustrations with Traditional IT Services

Frustration	Cause
Lack of accountability <ul style="list-style-type: none">No single, responsible entity for IT management and planning	<ul style="list-style-type: none">No service agreementsMultiple providers and vendors
Unpredictable IT costs <ul style="list-style-type: none">IT support cost fluctuations impact budgeting and planning	<ul style="list-style-type: none">Billable response, billable maintenance, billable requests and overages
Chronic IT issues <ul style="list-style-type: none">Similar incidents happen again and again	<ul style="list-style-type: none">No problem management systemNo ability to conduct proper trending and issue avoidance
Downtime costs <ul style="list-style-type: none">IT interruptions or failures cost time, money and productivity	<ul style="list-style-type: none">Improper or no preventative maintenance planFailure to employ redundancy
Misaligned objectives <ul style="list-style-type: none">IT provider and client's business needs don't match	<ul style="list-style-type: none">Service provider benefits from a network that keeps breaking and requires reactive support



IT Support Options

There are no billable overages in our fixed fee program

For requests, on changes, and support blocks

Reactive Solution

Managed Solution

Monthly contract		
Additional reactive support		
Downtime cost		
Emergency support	\$30	\$0
Overages	\$250	\$0
TOTALS	\$2,950	\$2,650

Managed Solution provides an optimized, stable, safe IT environment for less total cost than a basic Responsive Solution

All figures above are monthly



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 Cost



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%)



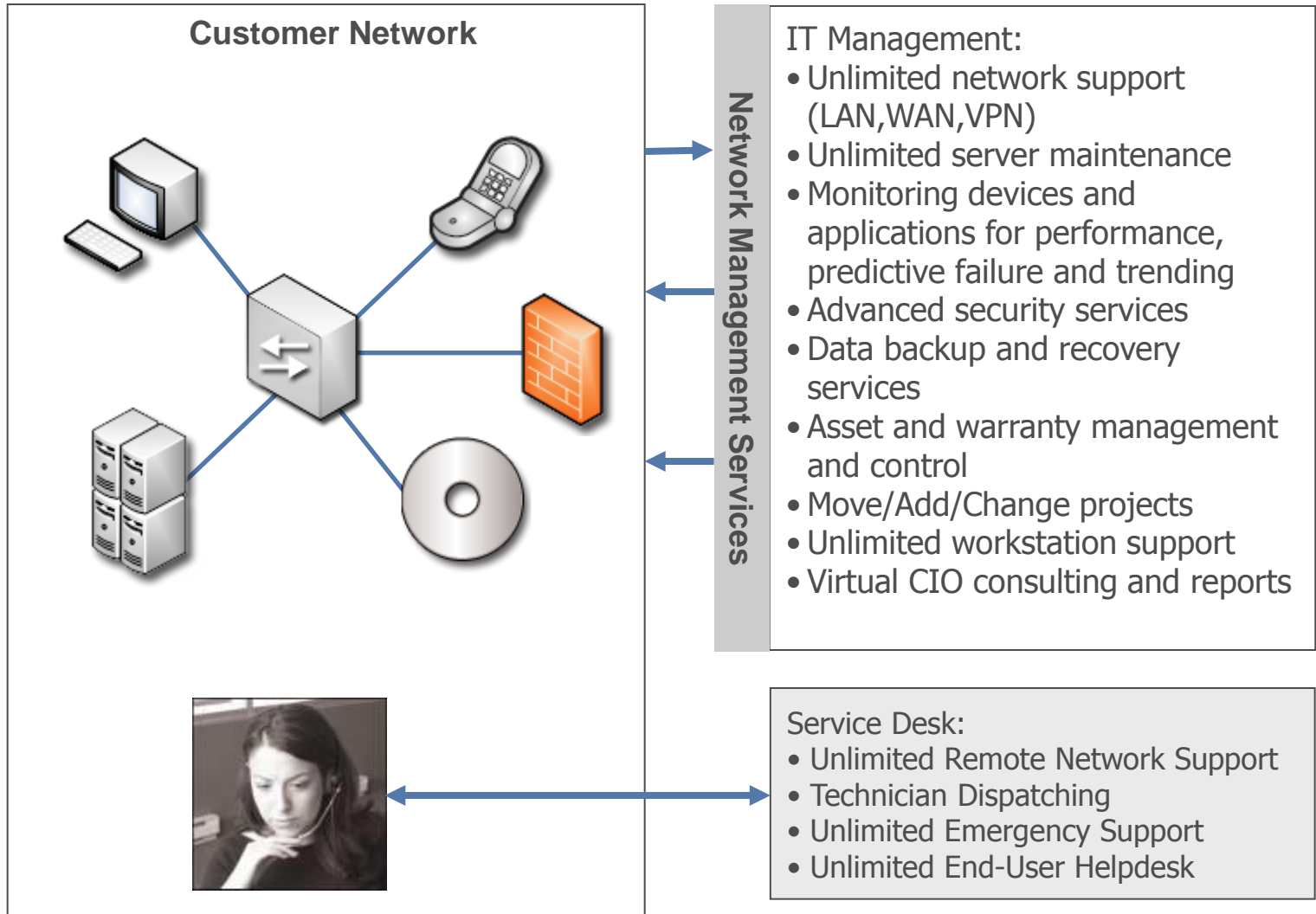
The Solution – Managed Services



- One monthly fee for total IT support
- A true IT partnership
- A comprehensive solution to manage devices, network, users, desktops, security and data
- Structured response and maintenance agreement
- Constant information from the network
- Support plan that is tailored to customer needs
- Strategic approach to IT management, built on a solid tactical execution
- Total alignment of client and provider's goals

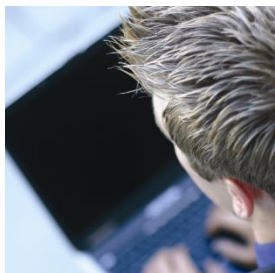


Managed IT Solution – How It Works





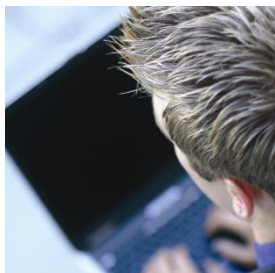
Managed IT Solution – Benefits



- **Total cost predictability**
 - A single monthly fee gets you a complete IT solution
 - Lower total cost of ownership and management
- **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 unlimited preventative maintenance
 - When needed, highest level of response to issues
- **Improved security**
 - Minimize risk of intrusion, data theft and lost productivity
- **A complete, outsourced IT management solution**
 - Focus on your core competence and not your network
 - Less than hiring an IT staff internally



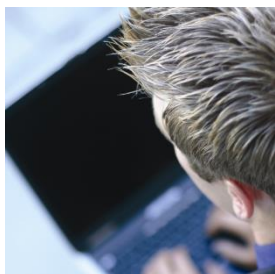
Managed IT Solution – About



- Managed IT Services Solution:
 - Customized solution to best support your business needs
 - Initial project to stabilize and baseline IT resources
 - 24x7 performance monitoring of your key devices, applications and IT resources
 - Remote and onsite maintenance services
 - Highest call priority over standard customers
 - Comprehensive reporting, analysis and consultation
 - Greater transparency into IT performance, trends and planning
- Addresses:
 - Network and system stability and safety
 - Security plan and services
 - Desktop services
 - Helpdesk services for users
 - Data protection through backup solution
 - Effective planning for functionality and capacity and performance
 - Application support with 3rd party vendors

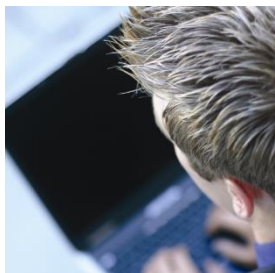


Managed IT Solution Details



Managed Offering – Feature Details

Feature	Description
Unlimited Support	<ul style="list-style-type: none">• Preventative maintenance plan on servers, workstations and all network devices• Response to any network issues that arise• Emergency rapid response and after hours availability• End-user access to our highly-trained technical support staff• Asset, license and warranty management
Advanced Security Management	<ul style="list-style-type: none">• 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
Storage and Recovery Management	<ul style="list-style-type: none">• Backup Management• Remote Data Vaulting and Other Custom Storage Solutions
Virtual CIO	<ul style="list-style-type: none">• 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



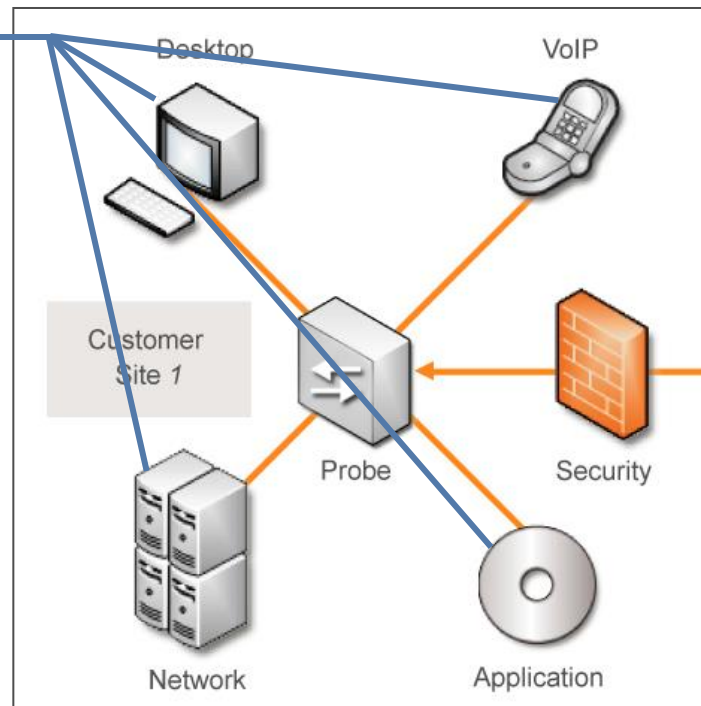
Preventative Maintenance

Unlimited Maintenance

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

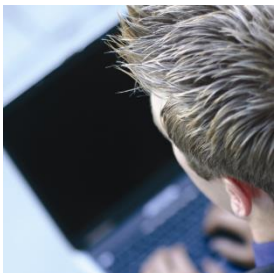
Benefits

Minimized downtime incidents, optimal stability and reduced security risks.





Monitoring



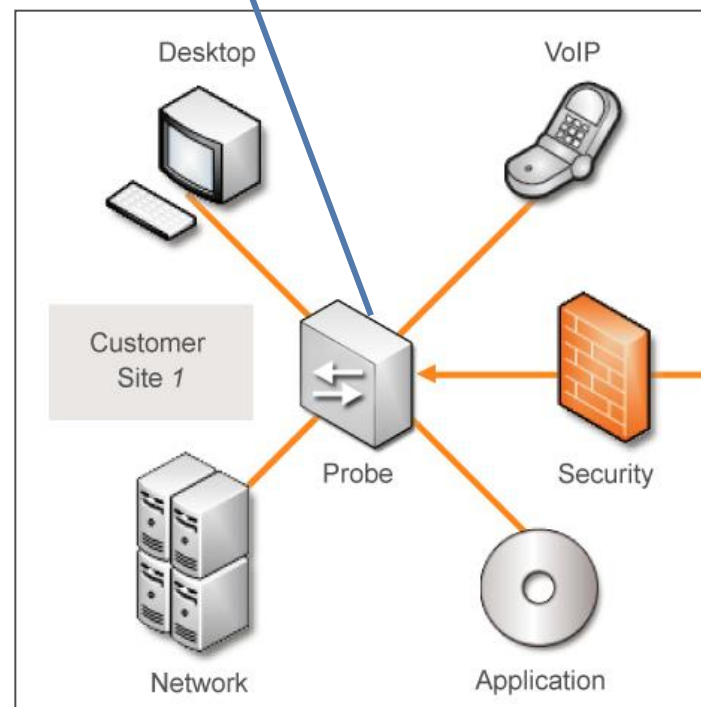
24x7 Performance Monitoring

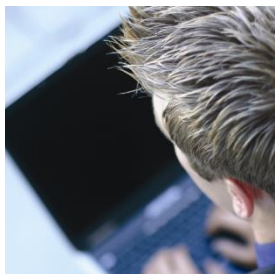
Continuous monitoring of selected devices and applications alerts us to impending problems and allows for thorough analysis of issues.

Benefits

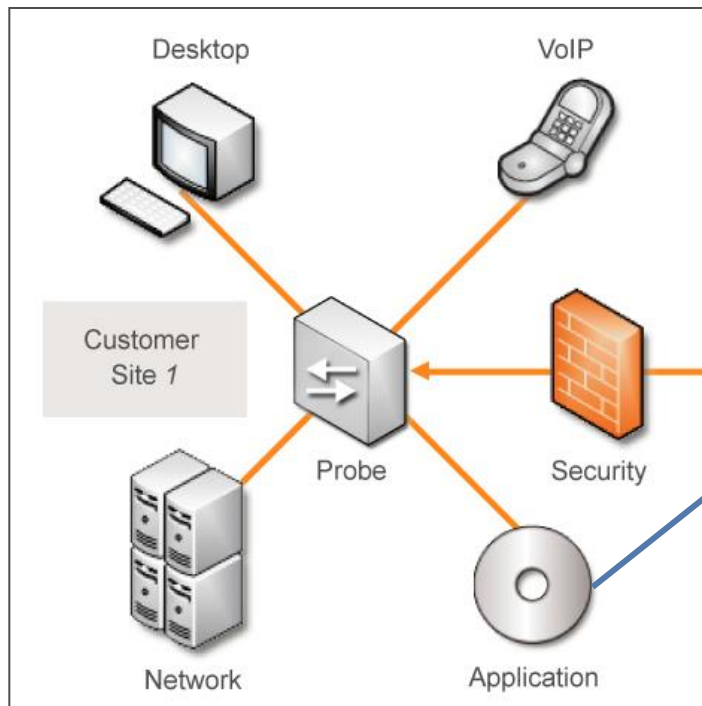
Avoid many disruptive incidents and reduce remediation times. Build data for trending and analysis.

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





Data Protection



Backup and Recovery Services

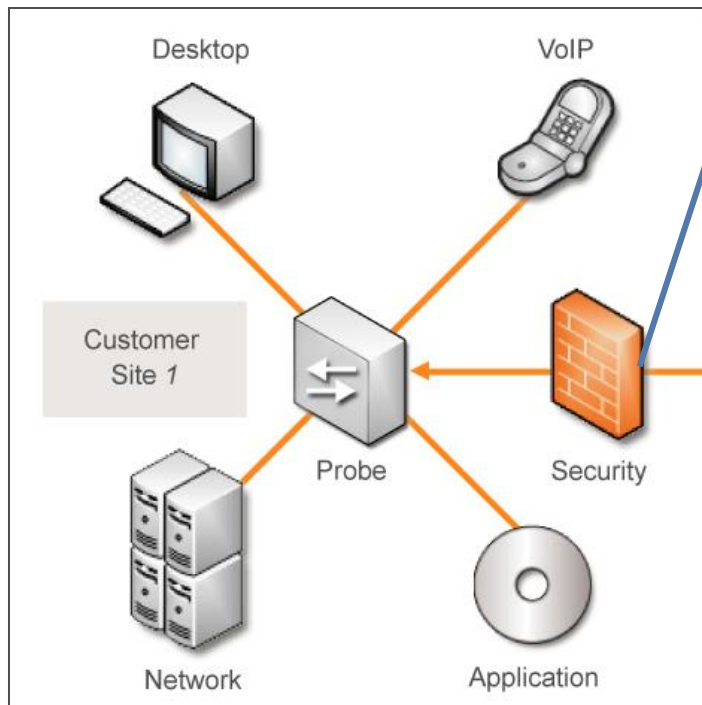
Comprehensive, managed disaster recovery and data protection plan.

Benefits

Protects and quickly restores your corporate data.



Security



Security Services

Security configuration, firewall management, policy enforcement, antivirus, anti-spam, vulnerability scanning, data encryption, secure email and other security services.

Benefits

A secure perimeter, safe data and an ongoing and adaptive IT security plan.



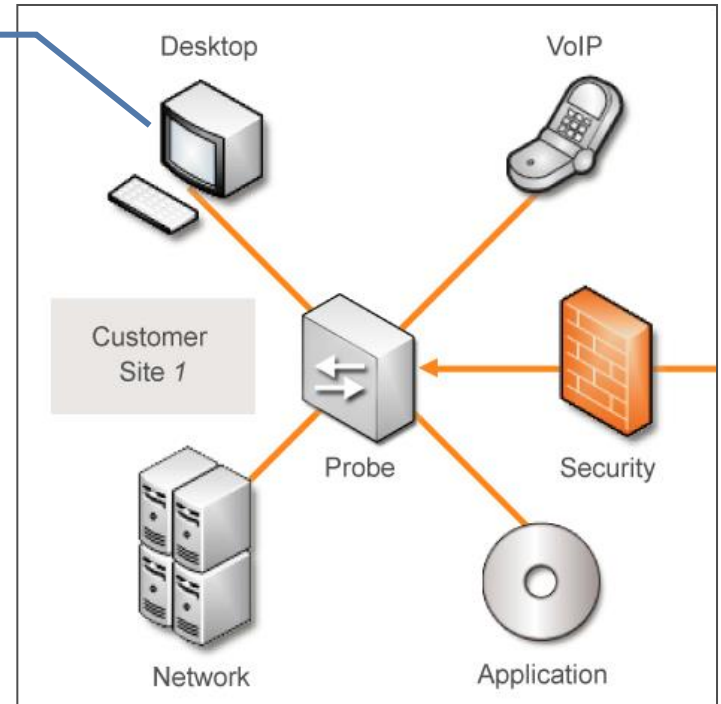
Desktop Management

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
- Users

- **Areas to make changes**

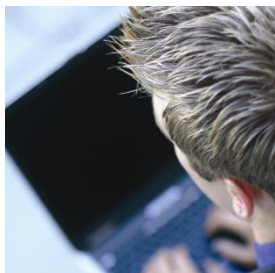
- **Link IT performance to business impact**

- **Strategic IT planning**





Can You Afford Not To?



- **Increase**

- Client and user service level and quality
- System uptime and performance
- Staff productivity
- Cost predictability
- Alignment of IT to business needs
- Transparency into IT performance

- **Reduce**

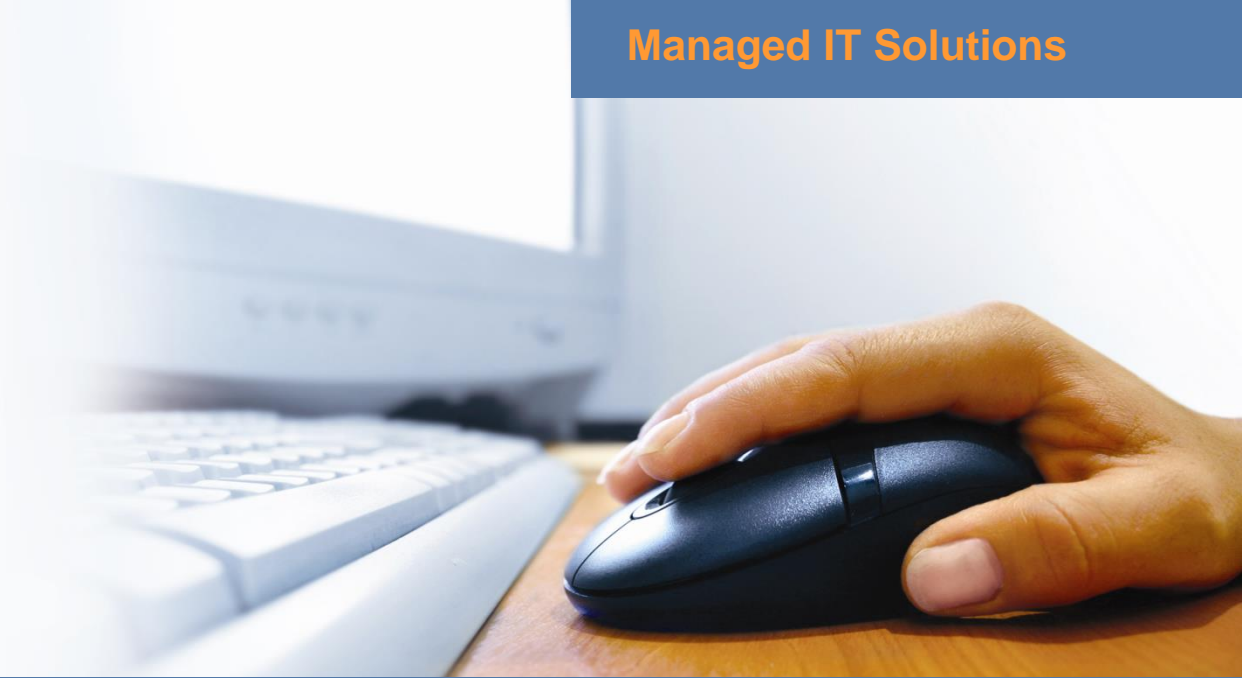
- Total cost of IT management
- Security and compliance exposure
- Risk of catastrophic data loss
- Emergency IT issues
- Downtime and lost productivity costs



Next Steps



- Technology and business IT assessment
- Solution proposal



Thank you

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