



Supplemental IT Solutions: More Reliable Networks Are Our Business

Catalin Ursu

info@catcomcomputers.com

973-233-1888 B

973-233-1887 B

973-233-1087 F



Today's Agenda



- Introduction
- IT Challenges
- The Supplemental IT Solution
- Flexible Solution Components
- Monitoring Services
- Solution Details
- Cost Comparison
- The Benefits of Supplemental Services



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

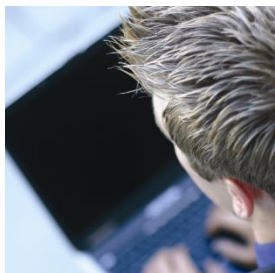
- - CATCOM COMPUTERS is an APPLE, IBM, SONY AUTHORIZED SERVICE CENTER,



-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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- -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 Management Challenges



- Unpredictable, Costly Downtime
 - Corporate productivity impacted by system failures and service interruptions
- After Hours Support
 - Scheduled maintenance
 - Emergency incidents
- Capacity
 - Not enough time in the day
 - Ups and downs in support effort and projects
 - Vacations, illness, turnover
- Competing Needs
 - Server and business application vs. end users and workstations
 - Projects vs. support
- Missing Specialized Skills or Certifications
 - Security, database design, applications, networking, wireless (ADD MORE HERE)
- Risk and Exposure
 - Security vulnerabilities
 - Data loss or theft
 - Compliance uncertainties



The Solution – Supplemental Services



- Leverage the scale of our team and resources
- Select only the kind of support or services you need
- Leverage our expertise in specialized, advanced areas
- Staffing for vacation, sick days, busy times
- Use our enterprise-class monitoring and management tools
- Pay for only the services you need



Supplemental Services List



- Security services
- Database design and management
- Network design and support
- Custom application design
- Monitoring and management tools – SaaS
- Disaster recovery planning
- User helpdesk services
- Workstation and desktop support
- Server support
- Staffing and after-hours support
- Training
- Hosting services
- Many, many more....



Solution Details – Highlights

- 24x7 Monitoring
- Managed IT Security
- Desktop Management
- User Helpdesk
- Data Protection





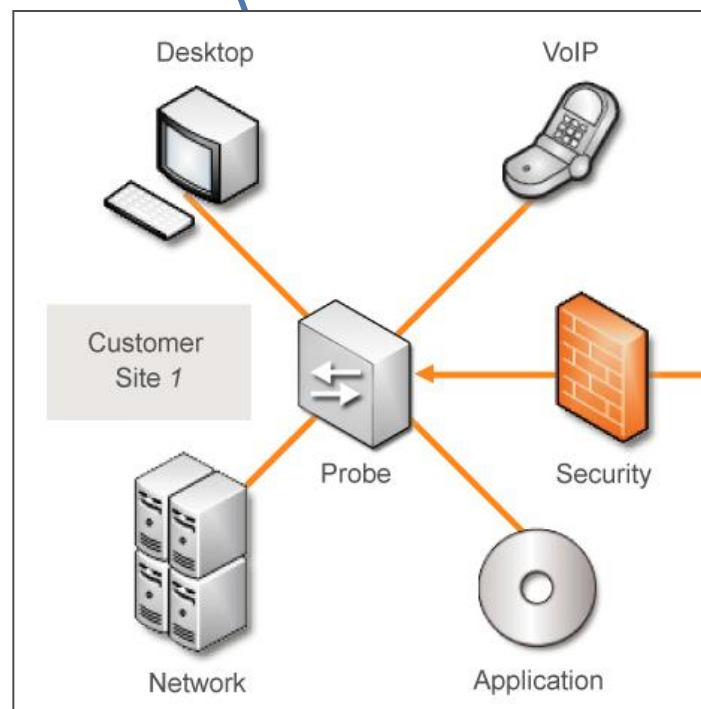
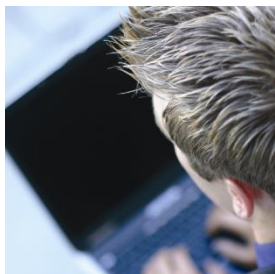
24x7 Monitoring

24x7 Performance Monitoring

Continuous monitoring of selected devices and applications alerts you 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.





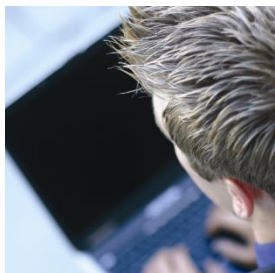
24x7 Monitoring – Software-as-a-Service



- ASP remote monitoring solution
 - Low cost, high functionality
- Enterprise level functionality
 - 24x7 performance monitoring, alerting and reporting
 - Constantly tracks your systems to immediately alert you
 - Trending, asset management, events and more
 - Multiple technical and management reports
- Address issues immediately to minimize impact
 - Fix small problems before they turn into large ones
 - Fast access to vital troubleshooting information



Monitoring Key Components



- Easy Deployment
 - Global monitoring templates
 - Network asset discovery
- Automated Monitoring
 - 24x7 monitoring
 - Global, customizable alerts
- Remote Management
 - One-click remote access
 - Easy remote troubleshooting
 - Domain environment control
- Customer Security
 - Outbound, encrypted connections
 - Customer separation
 - Customer security monitoring

Monitoring – How It Works



Our NOC and Service Desk

Notify

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

Customer Site

System administrators

Manage

Monitor

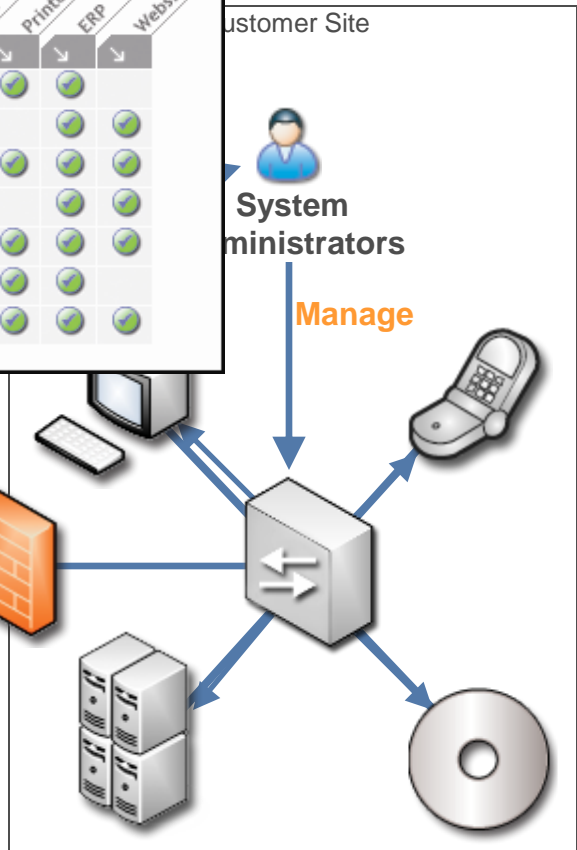
Setup Reports Options Help Sign Out

NOC View

Filter by status: Show All No Data Show Normal Warning Failed Misconfigured Disconnected Filter

Customer Name	Device/Probe	Service	Status	Transition Time	Notification
Complex Business	network_aptos	Log Streams (Depended)	!	2009-04-27 15:55:59	-
In-Line Inc.	network_aptos02	Memory	!	2009-04-27 16:11:59	-
In-Line Tech	network	Process	!	2009-04-27 15:55:59	-
R-star	desktop_canada	Log Analysis (Depended)	!	2009-04-27 15:55:59	-
R-star	desktop_offshore	Disk	!	2009-04-27 15:55:59	-
R-star	desktop_van	CPU	!	2009-04-27 16:11:59	-
The Office at Gray Rock	desktop_CEO	Memory	!	2009-04-27 15:55:59	-
The Office at Gray Rock	desktop_VP	Memory	!	2009-04-27 15:55:59	-
The Office at Gray Rock	desktop_Lab	Memory	!	2009-04-27 15:55:59	-

View 1-10 of 10





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

- **Benefits**

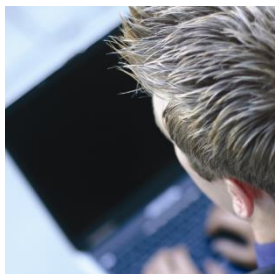
- Supports decision making
- Links IT performance to business impact
- Aids strategic IT planning

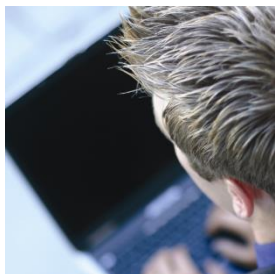




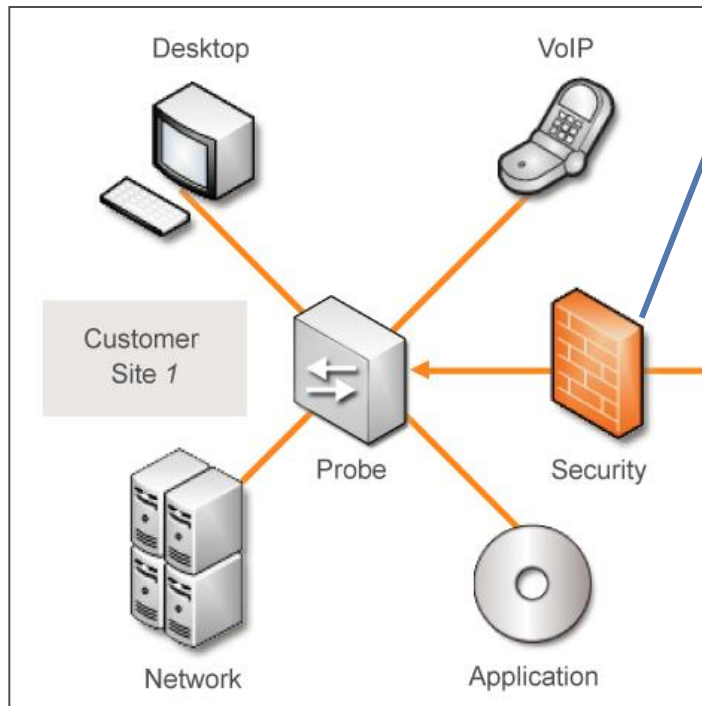
Solution Details – Highlights

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Managed IT Security



Security Services

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

Benefits

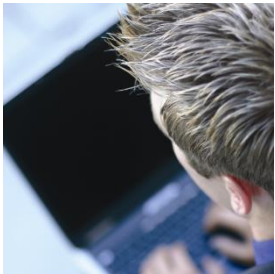
A secure perimeter, safe data and an ongoing and adaptive IT security plan.



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Desktop Management

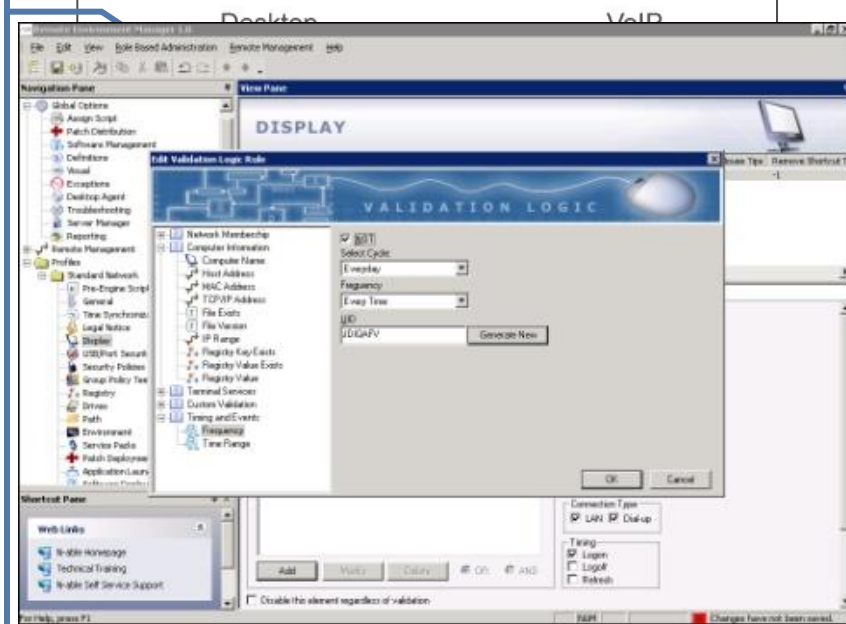
Desktop Management

Patch management, optimal configuration, configuration enforcement, preventative maintenance, performance monitoring, application compliance and response to issues.

Benefits

Stable, secure desktops that keep users productive and their data safe.

Configuration Enforcement

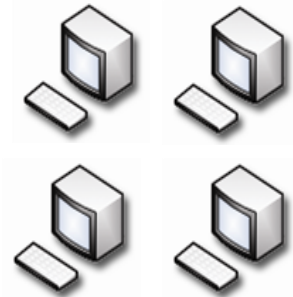


Network

Application

Profile

Standard enforceable
PC configurations





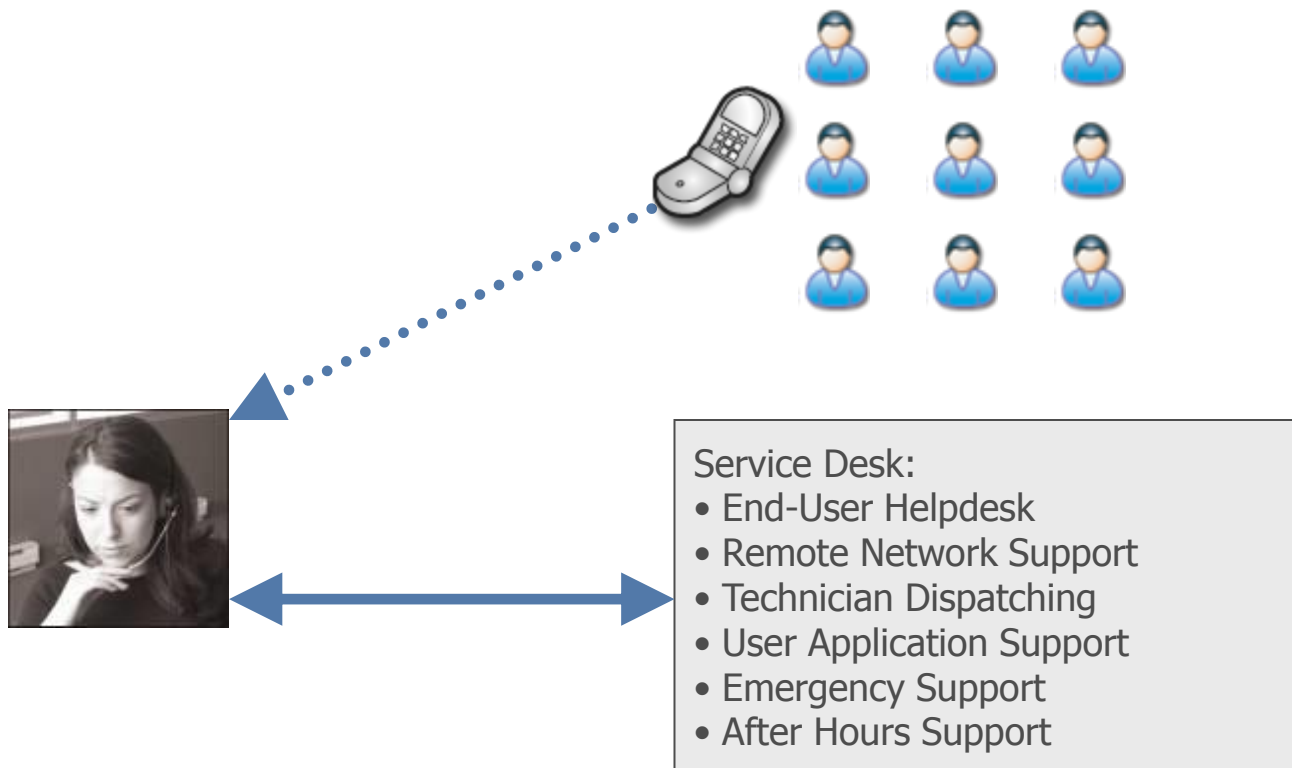
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User Helpdesk





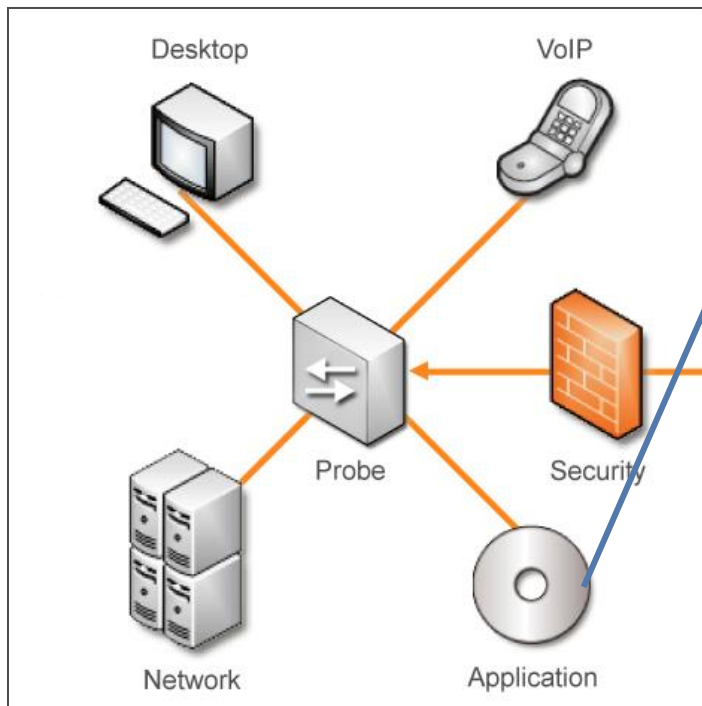
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Data Protection



Backup and Recovery Services

Comprehensive, managed disaster recovery and data protection plan. Data assessment, onsite backup, remote backup, test-restores, rapid restore for critical services.

Benefits

Protects and quickly restores your vital corporate data.



Cost Comparison

After hours support time from our NOC and support desk

time or on-call
varied technicians
engineers

**In-House
Extras**

**Supplemental
Solution**

IT Security		
Disaster Recovery		
Monitoring		
User Support	\$2,976	\$1,000
After Hours Support	\$2,000	\$1,500
TOTALS	\$12,624	\$7,200

Supplementing your existing in-house IT management solution with selected services saves over \$5,000 monthly

All figures above are monthly and approximate



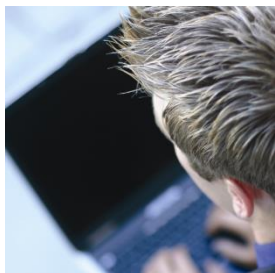
Supplemental IT Solution – Benefits



- Focus on Core Goals
 - Outsource the elements that are either a distraction from your core responsibilities or out-of-scope
- Avoid Fixed Investment
 - Get the skills and experience of a large IT team without the need to staff it
- Flexible
 - Select only the supplemental services you want
- Power to Monitor and Manage
 - Use our enterprise-class tools to monitor your entire network, 24 hours a day, 7 days a week
 - Let the system notify you when certain conditions are met, rather than manually searching
 - Leverage on-demand and schedule reporting for troubleshooting and IT planning
- A Helping Hand
 - Coverage for vacations, sick employees
 - Projects and busy times
 - After hours or on-call support
 - Staffing for extended periods
- Enterprise Support for the SMB
 - Helpdesk and user support
 - Service desk for network, server, application support



Can You Afford Not To?



- **Increase**

- Your IT staff's effectiveness
- User service level and quality
- System uptime and performance
- Staff productivity
- Return on IT investment
- Alignment of IT to business needs
- Control of your own network

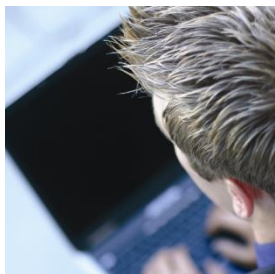
- **Reduce**

- HR cost for specialized skills
- Security and compliance exposure
- Risk of catastrophic data loss
- Emergency IT issues
- Need for after-hours payroll expense
- Downtime and lost productivity costs



Next Steps

- Establish potential services fits
- Conduct a targeted assessment
- Prepare and tender a solution proposal



Supplemental IT Solutions



Thank you

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