CATCOM COMPUTERS

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 apropriate 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

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

IT Support Co...

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
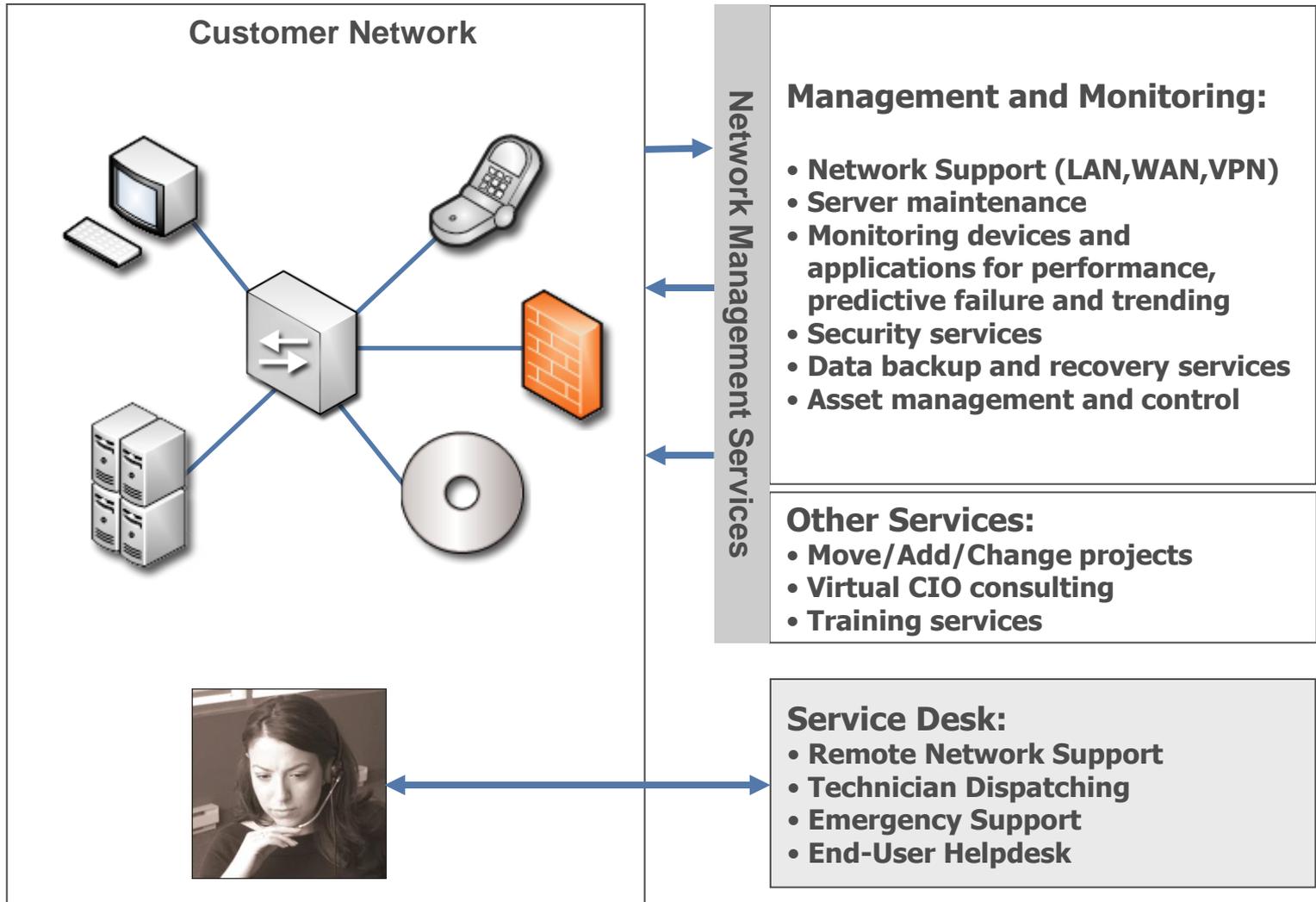 - Strategic planning through regular review meetings

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

Customer Network

Network Management Services

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

Feature	Description
Preventative Network Maintenance	• Preventative maintenance plan on servers and key network devices with 24x7 performance monitoring and allowance for client support requests
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	
Feature	**Description**
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.
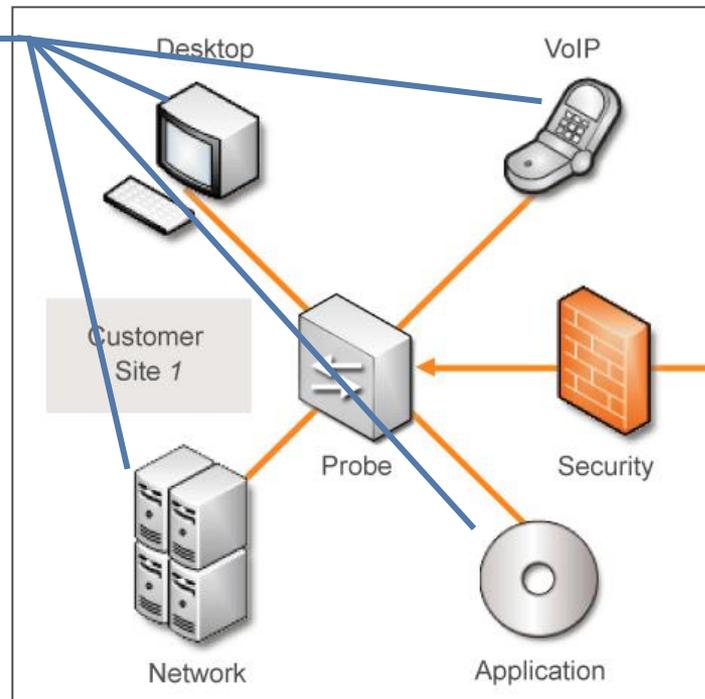
Monitoring

24x7 Performance Monitoring
Continuous monitoring of selected devices and applications alerts us to impending problems and allows for thorough analysis of issues.
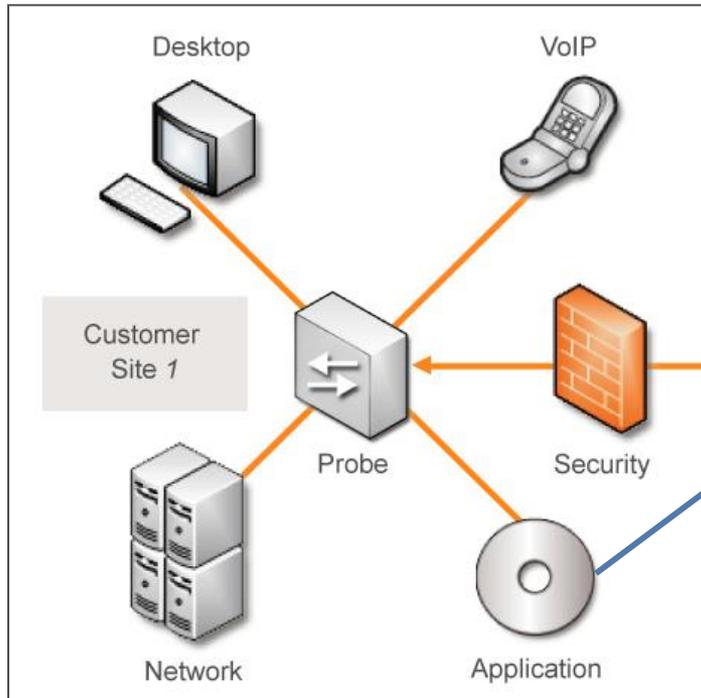
Benefits
Avoid many disruptive incidents and reduce remediation times. Build data for trending and analysis.

Desktop

VoIP

Customer Site *1*

Probe

Security

Network

Application
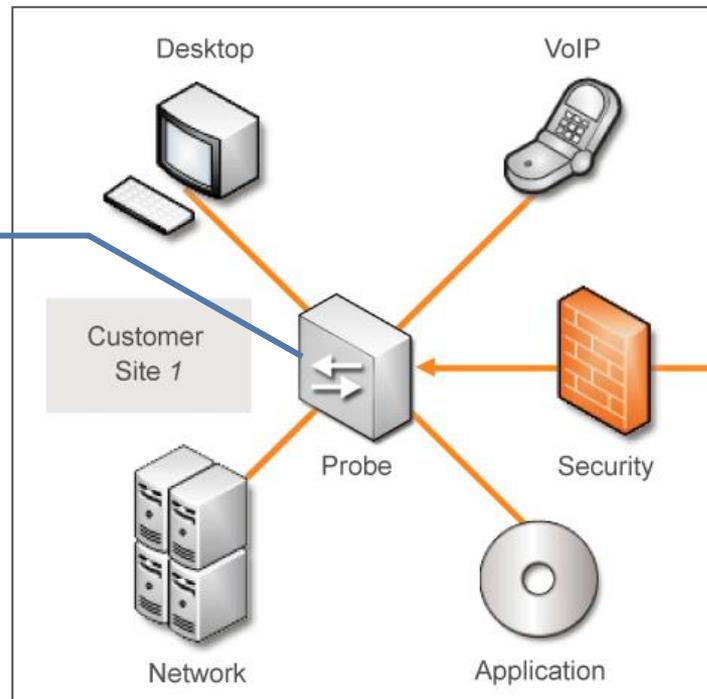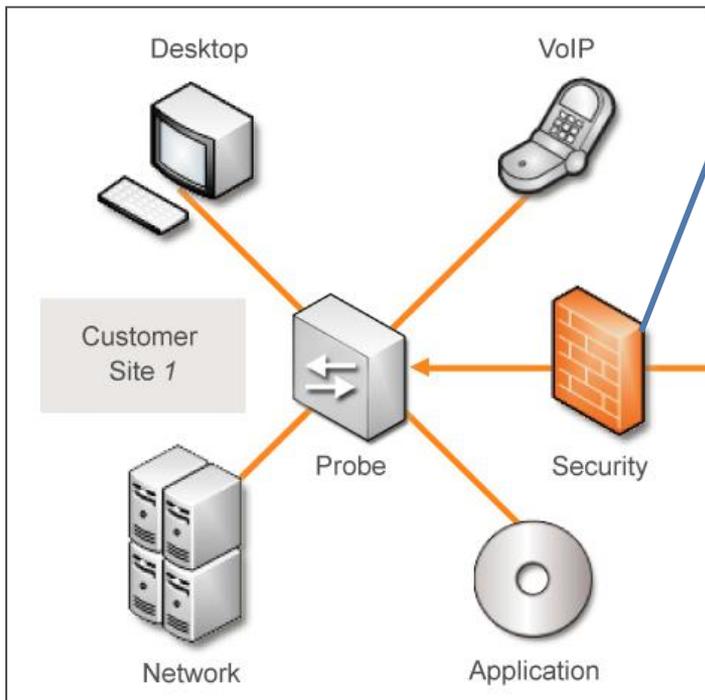
Data Protection

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

Benefits
Protects and quickly restores your mission-critical data.

Security

Desktop · VoIP · Customer Site 1 · Probe · Security · Network · Application

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.
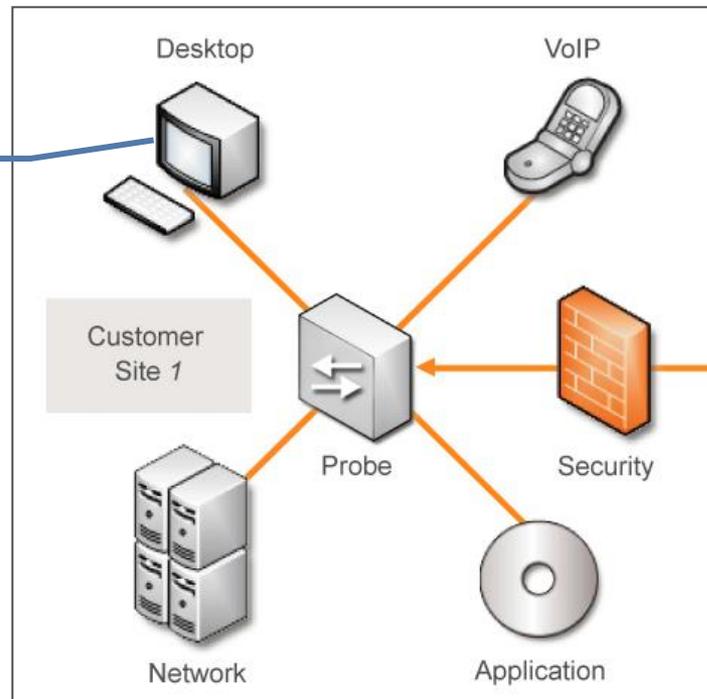
Desktop Management

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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