Supplemental IT Solutions:
More Reliable Networks Are Our Business
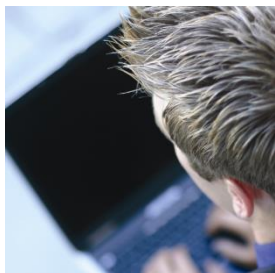
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Today's Agenda

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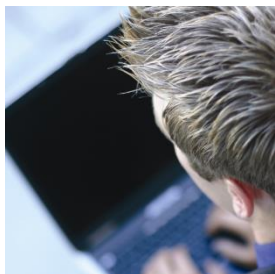- The Benefits of Supplemental Services

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

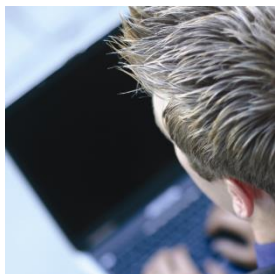- - CATCOM COMPUTERS is an APPLE, IBM, SONY AUTHORIZED SERVICE CENTER,

  -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)
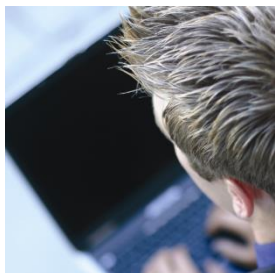
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About Us

- -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 Management Challenges
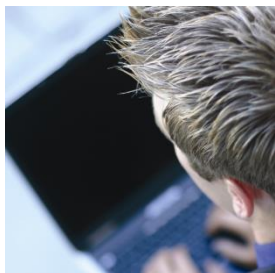
- Unpredictable, Costly Downtime
  - Corporate productivity impacted by system failures and service interruptions
- After Hours Support
  - Scheduled maintenance
  - Emergency incidents
- Capacity
  - Not enough time in the day
  - Ups and downs in support effort and projects
  - Vacations, illness, 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
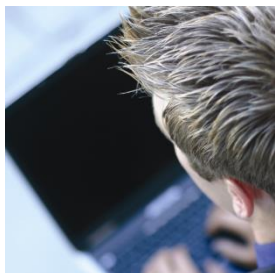
The Solution – Supplemental Services

- 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.

Desktop

VoIP

Customer Site *1*

Probe

Security

Network

Application
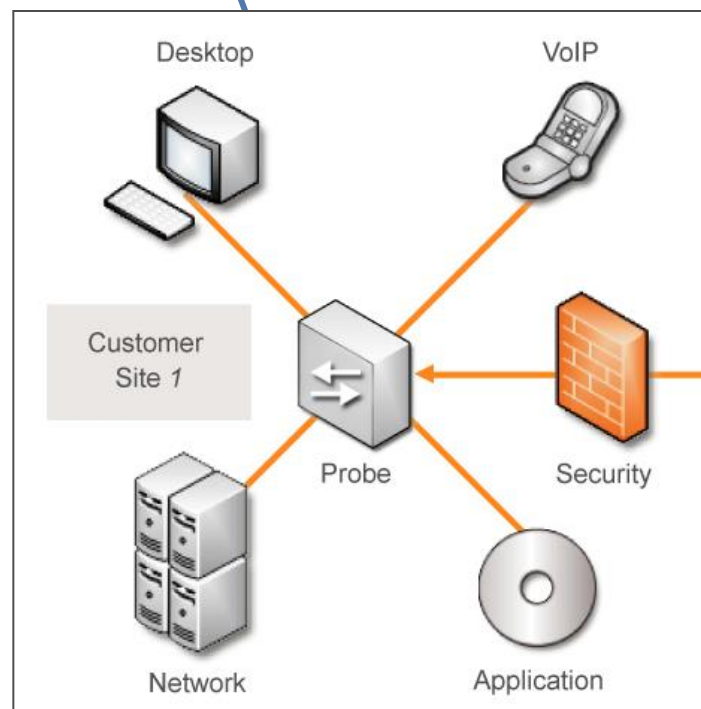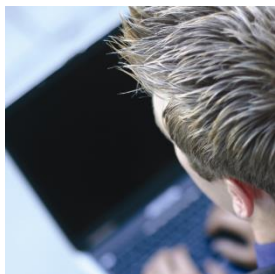
24x7 Monitoring – Software-as-a-Service

- 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 Se... **...ustomer Site**

Notify

System ...ministrators

Manage

Monitor

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

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
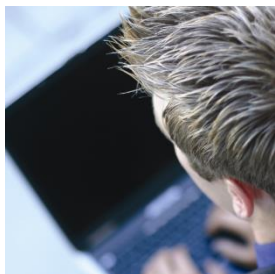 - Links IT performance to business impact
  - Aids strategic IT planning

Downtime Cost Impact

Customer:	SimTech
Period:	Mar 01, 2006 - Apr 11, 2006
Device(s):	Device 12
Service Grouping(s):	SG1
	SG2
X-Axis Intervals:	Weekly

Downtime Cost

Weekly Availability

| Interval	Availability	Downtime Cost	Cumulative Cost
Wednesday, March 01 2006 to Saturday, March 04 2006	96.07%	$10,356	$10,356
Sunday, March 05 2006 to Saturday, March 11 2006	94.45%	$6,565	$16,921
Sunday, March 12 2006 to Saturday, March 18 2006	91.32%	$7,274	$24,195
Sunday, March 19 2006 to Saturday, March 25 2006	100.00%	$0	$24,195
Sunday, March 26 2006 to Saturday, April 01 2006	99.99%	$3	$24,198
Sunday, April 02 2006 to Saturday, April 08 2006	100.00%	$0	$24,198
Sunday, April 09 2006 to Tuesday, April 11 2006	100.00%	$0	$24,198

Solution Details – Highlights

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- Managed IT Security

- Desktop Management

- User Helpdesk

- Data Protection

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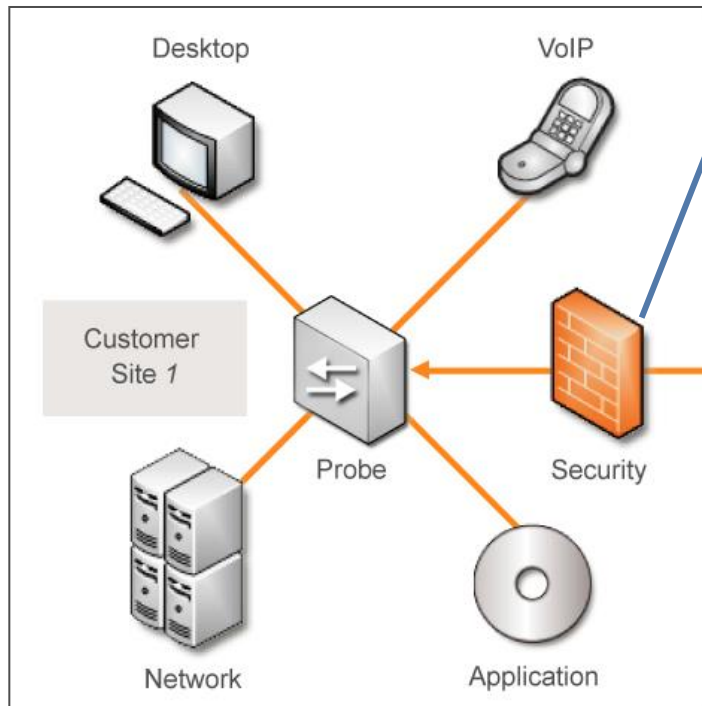
Security Services
Security configuration, firewall management, policy enforcement, antivirus, anti-spam, vulnerability scanning, data encryption, content filtering, secure email and other security services.

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

Solution Details – Highlights

- 24x7 Monitoring

- Managed IT Security

- Desktop Management

- User Helpdesk

- Data Protection

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.
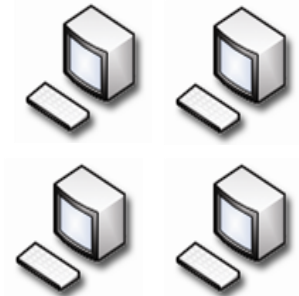
Configuration Enforcement

Desktop   VoIP

Network   Application

Profile

Standard enforceable PC configurations
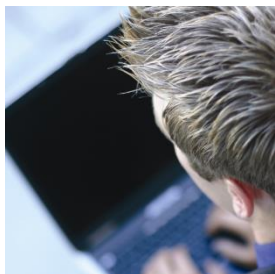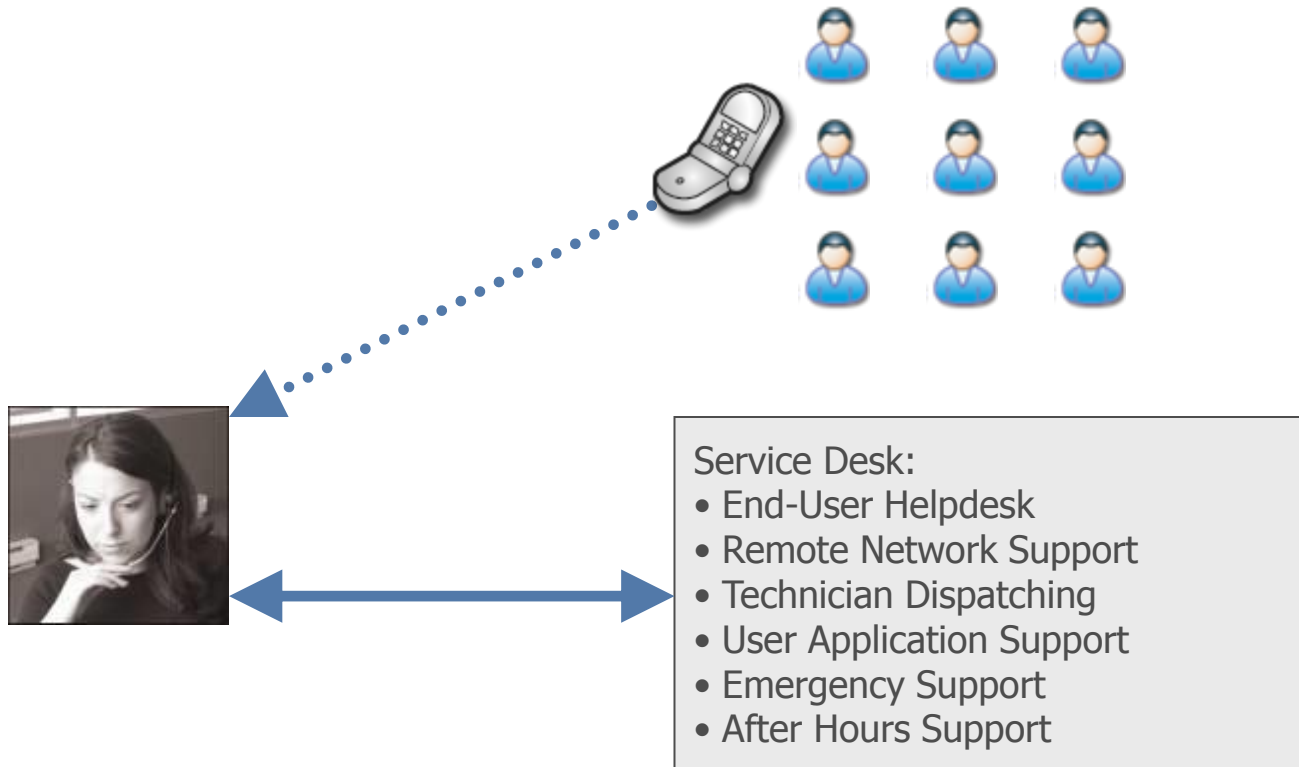
Solution Details – Highlights

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User Helpdesk

Service Desk:
- End-User Helpdesk
- Remote Network Support
- Technician Dispatching
- User Application Support
- Emergency Support
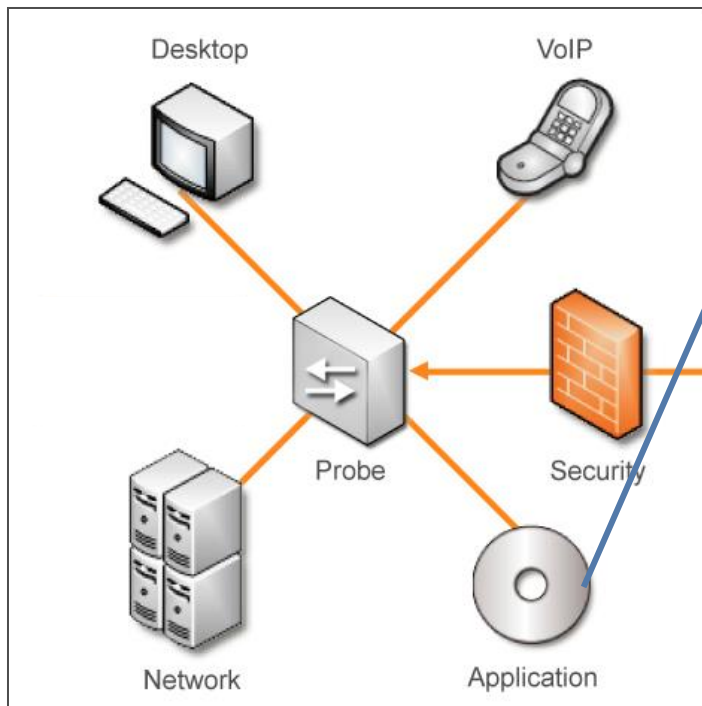- After Hours Support

Solution Details – Highlights

- 24x7 Monitoring
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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 ...laried technicians ...engineers

	In-House Extras	Supplemental Solution
IT Security		
Disaster Recovery		
Monitoring		
User Support	$2,9?6	?,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
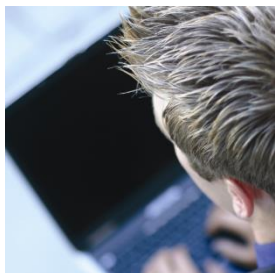
All figures above are monthly and approximate
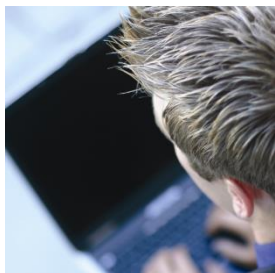
Supplemental IT Solution – Benefits

- **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

Thank you

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