

1. Hard Drive Imaging Solution

What is it? – Makes an exact duplicate of a computer's hard drive that can later be used to restore a machine that has suffered an equipment failure, virus/spyware infection, or corrupt software installation. This is also used for mass deployment of new machines in an enterprise roll out (such as adding a new office) or upgrading operating systems or software across the enterprise.

Why do you need it? – Reloading the operating system, drivers, and software and along with adding customized setting for a single PC can take up to 5 hours for an above average technician, longer if data recovery or updates need to be installed. With an Image Solution you can reduce this time to less than 20 minutes! In the event of a total hard drive failure your cost to recover data could be in the hundreds, and your wait time up to 2 weeks. With an Image Solution you can back up mission critical data and restore it at no cost in under 20 minutes.

2. Asset, Security, and Administration Database Solution

What is it? – An web-based, Active Directory/LDAP integrated database that is used to store employee data such as phone numbers, contact information, usernames, passwords, and company assigned assets (such as laptops, cell phones, testing equipment, etc.)

Why do you need it? – This is an invaluable tool on multiple levels!

- A. Keeps track of employee assigned assets (prevent theft!) Used for both new hires and terminated/transitioning employees.
- B. Allows Management team and Information Technology Team security access to mission critical systems in the event of failure, or just for ease of administration.
- C. Assists in the assignment of assets (know who has what! Prevents duplicate spending!)
- D. Used by the accounting department for tax write offs and depreciating equipment tracking.
- E. Assists in the creation of departmental budgets and project cost projections.
- F. Allows Human Resources the ability to track up-to-date employee contact information.
- G. Uses forms based data for the printing of reports, extension lists, username/password lists, inventory lists, etc.
- H. Used in the assignment of company phone resources including but not limited to; fax numbers, phone numbers, extensions, voicemail, etc.

3. Trouble Ticket Solution

What is it? – A Helpdesk and Task Management System used to manage information and requests in their organization. Your end users enter their requests into the ticketing system, then they or a member of the management team can assign that task to a specific department or person. The task is then emailed or SMS messaged to the appropriate party so they will know to log into the ticketing system to see specific details of the task at hand. In the ticketing system they can set status, add notes, updates, and track their own progress. When the task is completed, information about the task is also entered including, amount of time it took, and how the task was accomplished. They also have the ability to dump the task information into a knowledge base that can be referred to at a later date!

Why do you need it? – Increase productivity and decrease downtime by managing end user requests! End confusion about whose responsibility it is to do what! Build a comprehensive knowledge base that increases efficiency! Pull reports to see who is getting what done and how long it takes them. Use this information to set

goals, or determine continuing education. Get a comprehensive overview of the work load on a given individual or department for staffing considerations.

4. Remote Administration Solution

What is it? – Allows for a single point of access to all the servers and desktops in your environment for maintenance, administration, trouble shooting, and tech support.

Why do you need it? – Reduces amount of staff needed to perform maintenance, administration, trouble shooting, and tech support. Reduces travel time and expense when providing tech support for multiple office locations. Best of all, allows your Information Technology staff to fix computer, server, and network related issues without interrupting the workflow of your employees.

5. Instant Messaging Solution

What is it? – An INTRA-net messaging system that replaces AOL Instant Messenger, Yahoo Instant Messenger, Google Talk Instant Messenger, Windows Live Instant Messenger, MSN Instant Messenger, My-Space Instant Messenger, ICQ Instant messenger, and any/all other instant messengers! Allows employees/departments to communicate with each other but NOT with people outside the work environment!

Why do you need it? – Increases employee productivity, by preventing chat conversions outside of the work environment! Eliminates the transmission of company sensitive data to people outside the company network. Prevents viruses, trojan horses, and key loggers by keeping all messaging traffic inside the company firewall.

6. Content Filtering and Anti-Spyware Solution

What is it? – A filter on internet traffic that prevents employees from viewing specific websites, and content that could make you company susceptible to lawsuits. Also checks to make sure your employees do not accidentally download spyware, browsers re-directors, and malicious code that puts your company's information at risk, and slows your network bandwidth.

Why do you need it? – Increase productivity by preventing your employees from accessing social networks (Myspace, Facebook, Beebo, etc), shopping sites, dating communities, gambling sites, gaming sites, and any number of NON work related websites. Prevents sexual harassment lawsuits by preventing porn, or related Not Safe For Work content from being displayed on company desktops and laptops. Allows Management to view what any given employee is doing on the internet for discipline or termination proceedings (or to see which employees are accessing job boards such as monster.com, careerbuilder.com, dice.com etc. for future staffing considerations. Prevents employees from downloading spyware, browsers re-directors, and malicious code that puts your company's information at risk, and slows your network bandwidth.

7. Mail Archiving Solution:

What is it? – E-mail archiving is a systematic approach to saving and protecting the data contained in e-mail messages so it can be accessed quickly at a later date.

Why do you need it? – It eliminates the pains of PST file management by allowing administrators to automatically archive emails to a database. Users themselves can access past email via a web-based search interface and have the ability to quickly restore emails through a OneClick Restore process, without the administrator's assistance. It

allows the searching of the entire exchange journal (all mailboxes) at once, rather than searching each individual machine. It prevents the loss of emails that are stored locally on individual machines. It allows for regulatory and compliance policies to be put in place and safeguards your company from customer lawsuits and complaints. It is also a necessity when migrating from Exchange 2003 to Exchange 2007.

8. Backup PBX Solution

What is it? – A complete miniature PBX (Phone System) that can redirect calls placed to your main business number to the cell phones of select employees in the event of the failure of your primary phone system.

Why do you need it? – How much money would your company lose if your phone system went down for a day? How about a month? This solution keeps your phone lines open in the event of a flood, fire, hurricane, or any other natural disaster. Construction in your area? Need to evacuate your building? Want to change phone providers without worry? Cover your bases with this robust solution that guarantees you phone communications under any circumstance.

9. Virtualization Solution (Information Technology Backup Solution)

What is it? – Server Virtualization lets one computer do the job of multiple computers, by sharing the resources of a single computer across multiple environments. Also allows data backups, disaster recovery, and redundancy depending on the options you choose.

Why do you need it? – There are a multitude of reasons to use virtualization, but the top five reasons are:

- A. **Physical Infrastructure Cost Reduction:** With virtualization, you can reduce the number of servers and related IT hardware in the data center. This leads to reductions in real estate, power and cooling requirements, resulting in significantly lower IT costs.
- B. **Improved Operational Flexibility & Responsiveness:** Virtualization offers a new way of managing IT infrastructure and can help IT administrators spend less time on repetitive tasks such as provisioning, configuration, monitoring and maintenance. It also reduces cost either of initial investment or of maintaining cost. If 200 servers would require 10 administrators, 50 servers will need only 5.
- C. **Increased Application Availability & Improved Business Continuity:** Eliminate planned downtime and recover quickly from unplanned outages with the ability to securely backup and migrate entire virtual environments with no interruption in service.
- D. **Disaster Recovery:** Using traditional methods, disaster recovery is costly, and at best partially effective. Using virtualization's live recovery option the data is never lost and the virtual servers will be automatically started on another physical server. With the ability to clone any virtual server, the server can easily be stored offsite; and in the case of a site disaster, the data center can be re-created.
- E. **Business Continuity:** Within a "virtualized" data center, virtual servers can be configured to automatically move from one physical server to a different server in the event of a physical server failure. Before virtualization, the failed physical server would have to be repaired before the server was brought back online; taking hours and in some cases days to come back on-line. With virtualization software, the restore process takes minutes.
- F. **Test & Development:** In traditional software test and development groups, engineers take hours to create development and test servers from scratch, loading several OS versions and applications on different physical servers. With server virtualization, test and development servers and applications can be cloned and created in minutes. Several different OS and application revisions can be tested using several virtual servers residing on the same physical server. The resulting benefits include: reducing the number of servers needed and maximizing testing time.