



A Minority Business Enterprise

	Consulting Offerings	Typical Engagements	Typical Technologies
Managed Rollouts	<ul style="list-style-type: none"> Business/Technology Justification Server / Desktop Architecture Design Strategic Project Planning Project Management Office 	<ul style="list-style-type: none"> Platform Design & Implementation Acquisition & Configuration Server & Desktop Migration Services Systems Management National /Regional Projects 	<ul style="list-style-type: none"> Windows NT/2000/XP Novell Netware Altiris LANDesk Microsoft SMS
Support	<ul style="list-style-type: none"> Service Level & Metrics Management Transition and Project Planning Sparing Strategies Campus & Remote Site Support Warranty & Non – Warranty Support 	<ul style="list-style-type: none"> 24 x 7 Support Dedicated & On-Call Resources Emergency Exchange Resource & Parts Management 94% US Zip Codes – 4 hour response Clarify CRM – Reporting & Analysis 	<ul style="list-style-type: none"> Desktop Intel Server Printer Laptop LAN Devices
IMAC	<ul style="list-style-type: none"> Field Support Services Integrate Management Systems Infrastructure Project Planning 	<ul style="list-style-type: none"> Install/Move/Add/Change Services Integrated Life Cycle Services Dispatch or Dedicated Resources Committed Service Levels Clarify CRM – Reporting & Analysis 	<ul style="list-style-type: none"> Desktop Intel Server Printer Laptop LAN Devices
Deskside Support	<ul style="list-style-type: none"> Level 2 Support Services Deployment & Post Deployment Support Resource Optimization Process & Technology Analysis 	<ul style="list-style-type: none"> L1- L2 – L3 Support End User Orientation Deskside Software Support Post Deployment Support 	<ul style="list-style-type: none"> O/S Desktop Hardware Network Devices
Seat Management	<ul style="list-style-type: none"> WinTel - TCO Infrastructure Outsourcing Business Process Improvement Integrated Service Help Desk Assessment 	<ul style="list-style-type: none"> Full Life Cycle Support Services B2B Procurement Help Desk Maintenance Software Licensing Asset Management Systems Management Change Management 	<ul style="list-style-type: none"> Windows NT/2000/XP HP / IBM / Other Microsoft Select Licensing Novell Netware Altiris LANDesk Microsoft SMS
Project Management	<ul style="list-style-type: none"> Project Management Office Process / Procedure Assessments Methodology / Best Practices 	<ul style="list-style-type: none"> Program / Process / Project Management Communications Plan 	<ul style="list-style-type: none"> Migrations / Deployments Logistics / Scheduling Tracking / Reporting