

## Services Overview

### Services to get you out of trouble

#### **REACT™** – Method-based Problem Resolution

- Performance problems – response-times are OK most of the time but sometimes it's slow
- Stability problems – it works most of the time but sometimes we get an error
- Multi-skilled – application, network, server, database, etc.
- Rapid response – within hours
- International – we solve problems around the world
- Guaranteed – no fix, no fee

#### **REGENERATE** – Deals with an organisational or management crisis in IT

- Crisis in operations, development, projects or the whole IT department
- We use senior consultants with the right track-record
- You regain control and stability

### Services to keep you out of trouble

#### **IMPACT** – Helps you plan and cope with change

- New application or technology
- Relocation of users
- Data Centre relocation and consolidation
- Merger, outsourcing and off-shoring
- Based on a methodical approach using specialists with advanced tools
- **IMPACT** identifies network and server upgrades needed
- **IMPACT** confirms that users will get the required response-times after the change

#### **STRESS TEST +** - Confirms that your new website or business application has adequate capacity

#### **QoS ASSURE** – Confirms that your Class of Service configuration is working correctly

#### **FOCUS** – Identifies where to spend money to make a system faster, based on solid evidence

#### **NETCHECK** – Audits the state of your network and recommends ways to improve performance & stability

### Other services

**WAN ANALYSIS** – Advanced techniques to determine who or what is using your bandwidth

**SECURITY** – Accredited IT security people to configure equipment, audit firewalls and run penetration tests

**DESIGN** – Accredited application, server, database and network people to design solutions

**DATA ENGINEERING** – People who can clean, link, manipulate, migrate and report complex data

**PROJECT / PROGRAMME MANAGEMENT** – People who deliver IT projects on-time and in budget