



*Services &
Communications*

***Technology Audit Services
Computer Support & Maintenance
Network Design & Support
Telephone Systems
Data Cabling & Fiber***

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About IST Services & Communications	4
The IST Services & Communications Advantage	5
Core Methodology.....	6
Technology Audit Services	7
Technology Audit.....	8
Practice Management Technology Audit	10
IT Security Assessment.....	12
Computer Support & Maintenance	14
Systems Administration & Monitoring.....	15
Remote Technical Support	16
Data Backup - Recovery Solutions	17
Technology Refresh.....	18
Technology Procurement.....	19
Network Design & Support	20
Architecturally Design and Build - Remote / Branch Office Connectivity	21
Enterprise Wireless / Campus Design.....	22
Telephone Systems	23
Overview	24
Cabling & Fiber Services	25
Voice, Data & Security.....	26
Office Infrastructure Integration Solutions.....	27
New Office Project Management & Coordination.....	28
Work Center / Furniture Solutions.....	29
Carrier Services – Voice / Data.....	30
Document Management	31
Camera Security Solutions	32



About IST Services & Communications

IST (Integrated Solutions & Technologies, LLC) began in 2003 as an information technology reseller with a focus on being customer-centric. Our focus is due to the fact that technology is essential to compete in business and the benefits apply to all industries, departments, and business functions. Furthermore, the management of technology has become a core process to consider along with accounting, finance, operations, and sales. Therefore, business needs and goals drive technology direction and procurement.

Our support methodology is a concise process to resolve technology issues, increase efficiencies, and generate a significant return on your technology investments. IST will enable your business to minimize their cost structure, increase the overall effectiveness of your organization, improve communications, secure networks (and data), and set up technology for storage management (back-ups) and business continuity.

IST serves small to medium sized businesses as well as enterprise, public sector and educational organizations. Our physical office is in the southeastern region of the United States; however, IST has resources and partner agreements that enable us to deploy resources quickly and efficiently throughout the United States. This flexibility helps us ensure that our customers are receiving the information and resources they need to deal with all of their IT and business challenges.

IST' infrastructure solutions have been adopted in diverse industries we support today. We included a **partial list** of those industries and customers below.

Industries

Call Centers / Fulfillment	Manufacturing & Distribution	Legal
Healthcare & Medical	Hospitality	Real Estate
Consulting & Software	Education / Publishing	Finance

Clients

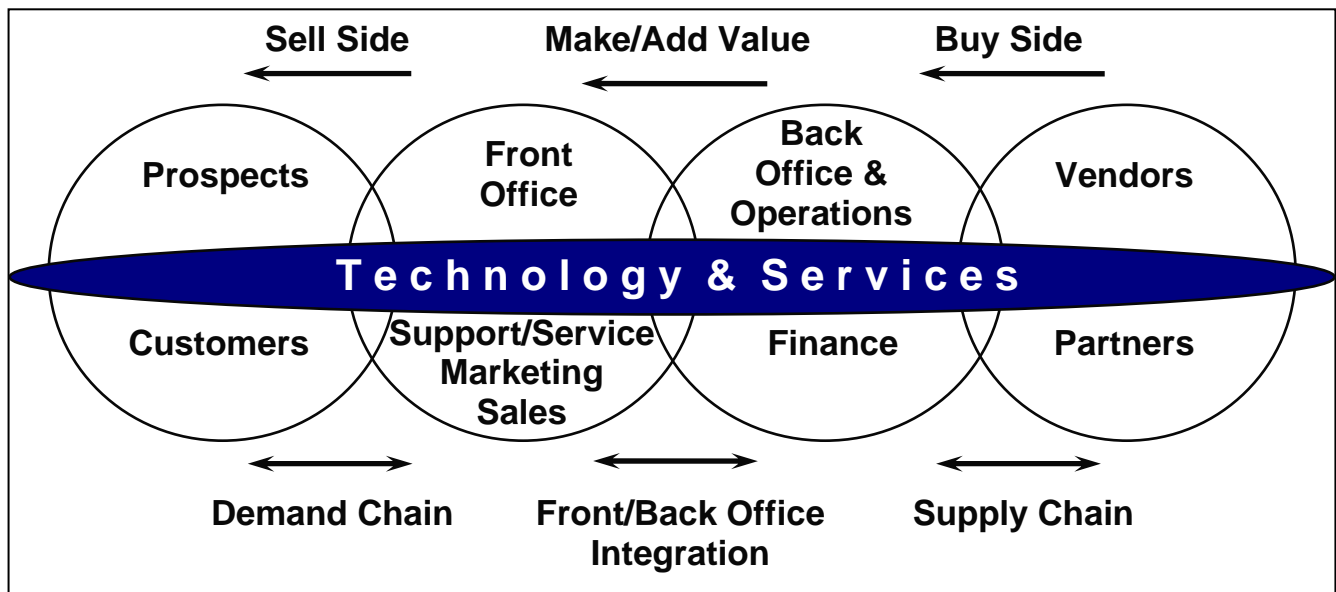
Up Dish Services (Call Center)	Oliver-Rhoads & Associates (Architects)
DTV Home Services, LLC (Call Center)	Coffee County Realty
Unique Functional Products (Manufacturing)	The Smoke House (Restaurant & Motel)
JR Manufacturing	Kennedy & Bowden Machine Company
IWS Logistics, Inc.	Hawkins Equipment, LLC
Sunday School Publishing Board	Adult & Pediatric Dermatology

... and many more!!!!

References available upon request

The IST Services & Communications Advantage

The management of technology has become a core process to consider along with accounting, finance, operations, and sales. Therefore, business needs and goals drive technology direction and procurement. Our focus is due to the fact that technology is essential to compete in business and the benefits apply to all industries, departments, and business functions as shown below.



The IST focus will provide a “best fit” solution for your organization. Through our proven approach and methodology we:

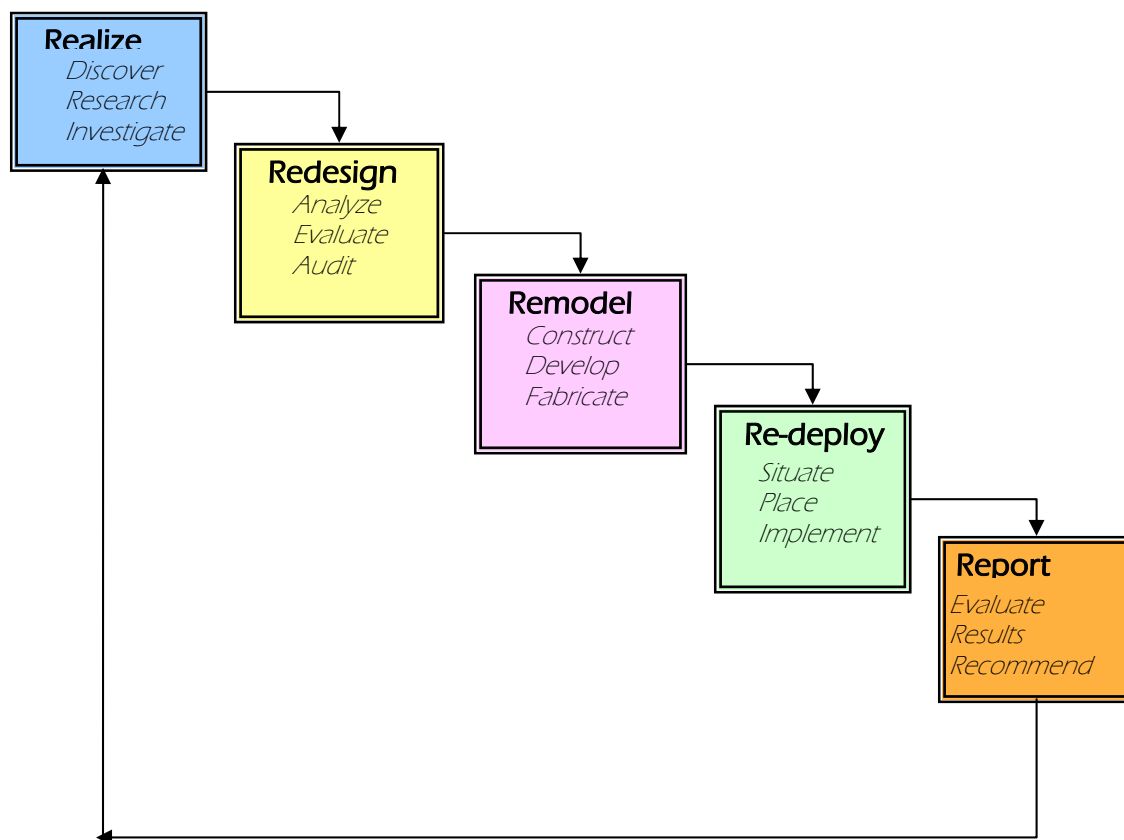
- ❖ Help organizations and/or departments evaluate the right technology solutions
- ❖ Support Upper Management as a partner, so they could leverage immediate access to industry expertise to improve processes and/or get up-to-date technical oversight
- ❖ Help businesses develop their own Technology Staff as a result of our knowledge transfer approach while we work with your organization
- ❖ Reduce the amount of time to decide upon the best-fit solution for your requirements
- ❖ Align technology to ensure the success of meeting business needs, objectives, and goals
- ❖ Significantly reduce costs of unnecessary, or ineffective, technology products and services
- ❖ Introduce best practices that business and technology staff use to maintain the alignment of technology to consistently support business needs and goals
- ❖ Reduce overall organizational costs, improve profitability, and increase ROI

Core Methodology

IST Services adheres to an implementation and support methodology to resolve technology issues, increase efficiencies, and generate a significant return on your technology investments. Our business analysis framework has been proven to prevent costly mistakes, complete projects on time, and deliver the right solutions to ALL stakeholders. We define your current costs of processes and technology and compare those costs to new technology solutions to determine if new solutions will reduce costs and increase the efficiency of your current processes.

There are five steps to align technology in the most efficient and cost effective manner. We have outlined these steps below. We work together as a team to incorporate these practices to deliver maximum value to our clients and integrate with their processes.

Solution & Support Life Cycle





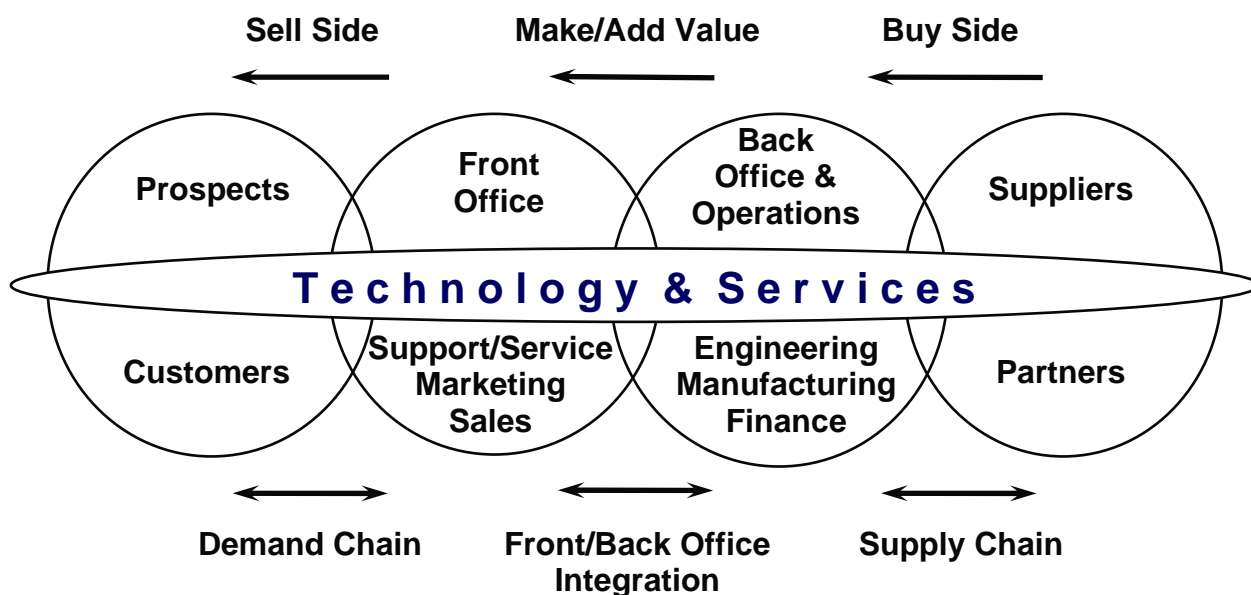
Technology Audit Services

Technology Audit

Technology (e-Biz) is essential to compete today and the benefits apply to all industries, departments and business functions.

A Technology Audit is the first stage of our professional approach to help your organization to define the most critical technology challenges and understand your infrastructure needs. This can make your business solutions become a competitive advantage.

Our Technology Audit will enable your organization to avoid the loss of time and capital on inappropriate (and costly) solutions and most importantly, begin the process to align technology, business objectives and best practices to realize competitive benefits.



IST's team of Business Consultants, Analysts and Engineers align technology, business objectives and best practices. As a result, our clients minimize the total costs to resolve problems, leverage more of their existing technologies, develop significant competitive advantages, improve business decision-making processes and increase the efficiency of their overall business processes and operations.

Upon completion of a Technology Audit, we will provide you with a set of detailed findings and useable policies in a reference binder and a CD with Microsoft Word & Excel templates that can be updated by technical as well as operational/non-technical staff.



Deliverables

The specific deliverables of this audit service include the following:

Equipment and Application* Inventory for:

- Workstations, internal peripherals and *primary software applications
- Servers, internal peripherals and *primary software applications
- Network Devices
- Printers, Scanners, Copiers, and Faxes as well as Multifunction machines

Equipment and Application* Analysis:

- Software company name and the specific application
- Software version and information regarding new versions (to upgrade to)
- Costs and system requirements to upgrade to latest version
- Costs to upgrade equipment

** Applications are software such as the Microsoft Operating System, Office Suites, antivirus/antispymware.*

Report of findings and services to remedy performance issues and data integration problems for the following:

- Workstations and Servers
- Internet and Internet access
- Network and networking components (wired & wireless)

Recommendations of technology and services to achieve the following (where applicable):

- Leverage more of your existing technologies
- Develop significant competitive advantages
- Improve information management to support decision making processes
- Increase the efficiency of overall business processes and operations
- Decrease time to market
- Increase effectiveness of information
- Determine a clear path to a cost-effective software and hardware transition
- Data backup and recovery

This information will be a critical resource to maintain your technology infrastructure, especially as we work together on new projects and add or replace systems.

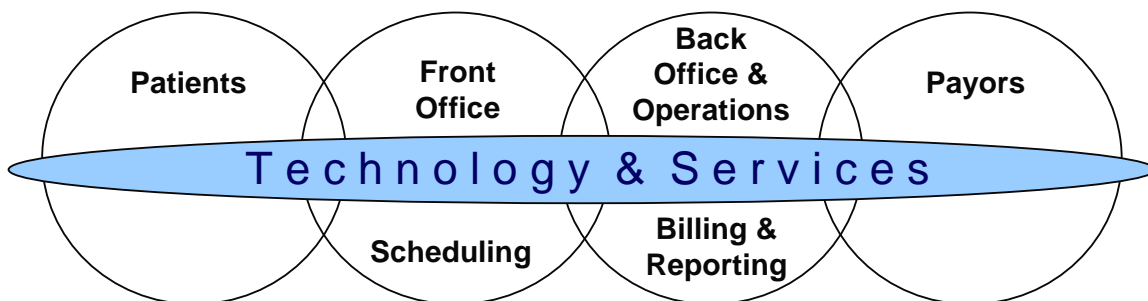
Practice Management Technology Audit



A Practice Management Technology Audit will assess your organizations technology & security needs as well as technology & security requirements related to HIPAA.

The focus of this service is to simplify the process for your assigned administrator to maintain your technology and professionally align technology to business objectives and HIPAA requirements for all departments as shown below.

Front/Back Office Integration



This audit is not a comprehensive HIPAA audit; it is designed for health and medical practices that need specific help to address technology needs and the safeguards below.

Physical Safeguards Addressed:

- Facility and infrastructure access controls
- Server, Workstation, Laptop, & Data Storage security
- Electronic media/device controls

Technical Safeguards Addressed:

- Authentication & access controls
- Data integrity and disaster recovery
- Electronic transmission security (network protocols & encryption)

Administrative Safeguards Addressed:

- Technology security management processes
- Development of technology security policies
- Technology incident response / security awareness & training



This audit covers (but is not limited to) the following technologies:

- Workstations, laptops, tablets, and servers
- Client & server data security
- Physical security of technology equipment
- Security of network infrastructure (wired and wireless)
- Data backup and Disaster recovery
- *Software & licensing
- EHR / EMR Software (security settings / access controls)

Deliverables

Equipment and primary* software application inventory:

- Computers, internal peripherals and primary* software applications
- Servers, internal peripherals and primary* software applications
- Network infrastructure (wired and wireless)
- Printers, Scanners, Copiers, and Faxes as well as Multifunction machines
- Telephone System

Equipment and primary *software application analysis:

- Equipment and primary* software applications
- Costs to upgrade and/or replace equipment listed in inventory (if needed)

Report of findings and services to remedy performance issues and data integration problems for:

- Workstations, Laptops, Tablets, and Servers
- Internet and Internet access
- Network and networking components (wired & wireless)

Recommendations of technology and services to achieve the following (where applicable):

- Leverage more of your existing technologies
- Develop significant competitive advantages
- Improve information management to support decision making processes
- Increase the efficiency of overall business processes and operations
- Decrease time to market
- Increase effectiveness of information
- Determine a clear path to a cost-effective software and hardware transition
- Data backup and recovery

This information will be a critical resource to maintain your technology infrastructure, especially for business insurance purposes and the management of them by non-technical staff or management.

*= *Operating systems and business suites.*



IT Security Assessment

An **IT Security Assessment** is a thorough security analysis to help your organization define the most critical technology and security challenges, as well as budget for those needs. This service will address your specific needs to comply with HIPAA technology & security requirements. The deliverables of this service include the following:

Assessment of infrastructure and infrastructure security related to:

- ❖ Susceptibility to worms, backdoors, and other malware
- ❖ Susceptibility to, and risk of, sophisticated network attacks
- ❖ Operating system security
- ❖ Network infrastructure and protocol security
- ❖ Physical security of infrastructure
- ❖ Data security/network controls
- ❖ Data backup and disaster recovery
- ❖ Handling of proprietary information

A reference binder tailored for technical staff as well as operational/non-technical staff. This binder includes the following deliverables:

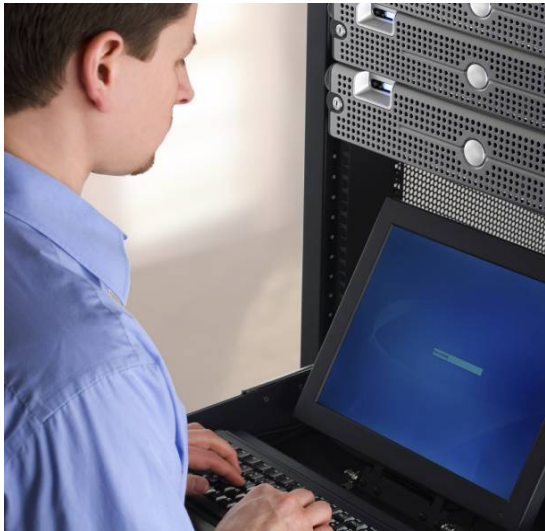
- ❖ Recommendations on how to leverage more of your existing technologies
- ❖ A set of policies specific to the use of technology such as passwords, email, internet, and wireless access points
- ❖ A set of technology security policies to protect proprietary and confidential information
- ❖ A list of equipment, software and/or services to remedy security policy issues, data security issues, and security gaps.
- ❖ Information disclosure weaknesses
- ❖ Flaws in network architecture and protocol usage
- ❖ Vulnerabilities in network devices
- ❖ Identification and security of system services
- ❖ Vulnerabilities to known local/remote exploits
- ❖ Weaknesses due to improper configurations of servers and software
- ❖ Weaknesses in firewall configuration
- ❖ Testing of Intrusion Detection/Prevention Systems
- ❖ Vulnerabilities to known cross site scripting, code injection, directory traversal and stack/heap overflows due to configuration of web servers





Computer Support & Maintenance

Systems Administration & Monitoring



A system administrator, systems administrator, or sys admin, is a person employed to maintain and operate a computer system and/or network.

Systems Administration and Monitoring services are a viable business-to-business option for organizations that do not have a designated or trained IT staff.

In most cases we are chosen to augment an existing organization's IT or support personnel. Either way, it has been proven that IST Services' Support services can increase an organizations operational efficiency and decrease IT Costs.

IST Services serves as a single point-of-contact (SPOC) for your organization with support services such as hourly, on-call, block time, maintenance and/or comprehensive service solutions.

Our services cover:

- ❖ Workstations
- ❖ Servers – Windows / UNIX
- ❖ Network Infrastructure (Switches, Firewalls, Routers, VPN's, Wireless)
- ❖ Printers
- ❖ Applications (Office Suites, eMail, Exchange, Antivirus/Spyware)

Specific tasks include (but not limited to):

- ❖ Troubleshooting any reported problems
- ❖ Applying operating system updates, patches, and configuration changes
- ❖ System performance tuning
- ❖ Installing and configuring new hardware and software
- ❖ Adding, removing, or updating user account information, resetting passwords, etc
- ❖ Responsibility for documenting the configuration of the system
- ❖ Introducing and integrating new technologies into existing data center environments
- ❖ Analyzing system logs and identifying potential issues with computer systems
- ❖ Performing backups
- ❖ Responsibility for security
- ❖ Ensuring that the network infrastructure is up and running
- ❖ Performing routine audits of systems and software

Remote Technical Support



IST Services Remote Technical Support was developed to provide the fastest resolution time possible to our clients technical issues as well as support for multiple locations. This service will significantly reduce maintenance costs and the downtime of your business.

However, the biggest challenges for businesses that utilize remote support services are technicians that do not understand the dialect of the English language as well as the inherent technical problems... without a script.

With IST Services, you will speak to a U.S.-based technician that listens to you and clearly defines the problem. IST Remote Technical Support covers:

- ❖ Servers
- ❖ Workstations
- ❖ Operating Systems
- ❖ Applications
- ❖ Peripheral Devices (where possible)

These are the specific services we provide:

- ❖ PC Optimization
- ❖ Spyware & Virus Removal
- ❖ Wireless Network Set up
- ❖ Network Security Set up
- ❖ Software Installation
- ❖ PC Diagnostics
- ❖ Digital Camera Set up/ Training
- ❖ Digital video Set up/ Training
- ❖ Peripheral/ Device Set Up
- ❖ Microsoft Vista Upgrade Advisor
- ❖ Microsoft Vista Training

Data Backup - Recovery Solutions



A large majority of businesses fail after a loss of data. Therefore, a disaster recovery (or business continuity) plan is crucial to business survival. According to a University of Texas study, “Ninety-four percent of companies suffering a catastrophic data loss will not survive – 43% don't re-open and 51% close within two years.”

Data backup is the first step to maintain business operations in the event of a catastrophe and your business needs may go beyond a server tape backup. The key to defining a credible backup and recovery strategy is to first determine the value of your data and then, how much time can be lost without impact on your organization.

Data that's backed up more frequently will reduce the amount of lost data and allow your organization to resume business faster. At the

same time, more backups will require more diligence and entail higher costs. IST Services will help you organization to determine a balance to establish a “recovery point objective”.

Our services consist of:

- ❖ Plan Design & Development Consulting
- ❖ Recovery Plan Testing
- ❖ Remote Data Backup
- ❖ On-Site Data Backup Solutions
- ❖ Remote Application (Hot Site)

Technology Refresh



Technology is constantly changing to support business needs and eventually the costs to maintain outdated technology and applications costs more than a new solution.

Many of the businesses that prioritize technology to support their processes reduce costs and establish themselves as business leaders within their market.

IST Services can evaluate your organizations specific needs while keeping the big picture in mind. Our approach will help you to clearly see what technologies would be ideal for a technology refresh as well as the specific costs for your budgeting needs.

IST Services' technology services cover desktops, workstations, network equipment, servers, and telecommunications equipment.

A technology refresh consists of the following services:

- ❖ ROI Assessment to determine if the costs outweigh the potential solution
- ❖ Recommendations of replacement technologies
- ❖ Product assessment
- ❖ Order management
- ❖ Product Configuration and staging
- ❖ Product distribution – to various departments and remote locations
- ❖ Asset management
- ❖ Data migration - transfer of data from previous system to new systems.
- ❖ Disposal of technology deemed obsolete

Technology Procurement



We provide services that go beyond the typical procurement process for your organization whether it be on-site or off-site.

The procurement of information technology and related services is a role that requires technology expertise to evaluate numerous options that a business can get bombarded with.

Cost effective procurement requires resources that can objectively evaluate and work with various distribution channels on your behalf to identify and negotiate the best pricing for your organization. Last but not least, we can help your organization manage your vendor negotiations, and provide IT budgeting to enable you to achieve the best ROI possible.

The bottom line is that service enables your organization to benefit from our expertise at a fraction of the cost to hire a full time specialist.

Our services consist of:

- ❖ Expert Advice / Technology Liaison
- ❖ Vendor Negotiating (special pricing)
- ❖ Order Processing / Status
- ❖ Equipment Trade-in / Upgrades
- ❖ Streamline Software Licensing (Microsoft, Symantec, IBM, etc.)
- ❖ Product stocking
- ❖ Order management
- ❖ Configuration and staging
- ❖ Product distribution (multiple sites)
- ❖ Shipping services
- ❖ DOA (Dead on Arrival) return / repair process
- ❖ Product purchase and delivery reporting



Network Design & Support

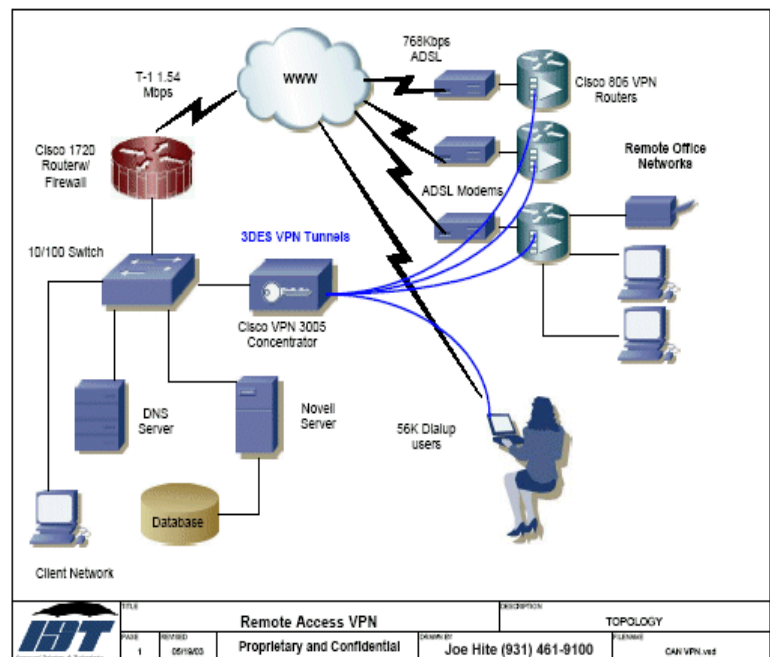
Architecturally Design and Build - Remote / Branch Office Connectivity

The network is the backbone infrastructure conducive to the quality and speed of sharing information. When the network is not functioning correctly, productivity decreases or halts. Our network services enable an organization to pro-actively eliminate downtime and reduce the total costs of maintaining the flow of critical business data.

Network Design and Implementation services are used to plan, design, build, and integrate a network infrastructure that increases productivity and helps your organization to achieve strategic business goals.

Our services consist of:

- ❖ Email / Exchange Integration
- ❖ Engineer & Problem Solve
- ❖ Analysis & Design
- ❖ Installation & Standardization
- ❖ Multi-Application Integration
- ❖ Administration & Monitoring
- ❖ Wired / Wireless Security
- ❖ Remote / Branch Office Connectivity
- ❖ Cabling – BiCSi Certified



Enterprise Wireless / Campus Design



Wireless networks for large enterprises and campuses require advanced planning and assessment before implementation begins. In many cases, we are called in after several consumer wireless access points have been installed and network issues occur.

Another differentiator of the wireless services we provide is that our solutions are specialized for your industry whether it be, manufacturing, warehouse, fulfillment, finance, hospitality, health/medical, or a small business. There are specific technologies for each of these industries that have been proven to be more reliable as well as functional than consumer solutions.

Although we pick the best wireless technologies, wireless networks still require maintenance for updates and troubleshooting to resolve wireless network problems. Therefore, it is best to contact us before financial resources are expended!

Wireless Network Assessment

- ❖ Evaluate Connection Speed
- ❖ Determine Security Vulnerabilities

Wireless Network Setup

- ❖ Configuration of Wireless Access Points - Strategic selection of access points to maximize the speed and reliability of your network
- ❖ On-site Testing – we will make sure your network is up and running
- ❖ Technical Briefing - We'll brief on the network and how to do basic maintenance & troubleshooting



Telephone Systems

Overview



Authorized Reseller

NEC

NEC Corporation of America

The right equipment can save up to 50% in telecommunications costs. We offer a wide range of end-to-end solutions from leading manufacturers. Our services range from design, development, and negotiation, to implementation of integrated solutions.

Equipment

- IP Phone Systems
- Communication & Application Servers
- Voice Switches
- PBX
- VoIP

Manufacturers

- Avaya
- NEC
- Nortel
- Cisco
- Panasonic
- Toshiba

Services

- Maintenance Plans
- Add, Move, Change
- Telecom Audit
- Demark Extension
- Wiring & Testing



Cabling & Fiber Services



Voice, Data & Security



We provide a total solution for voice, video, and data cabling needs. Among the services we provide are:

Initial needs assessment

Our approach will look at not only your immediate applications, but we will consider future applications, future growth, and potential technology changes that would impact your cabling needs.

Site Surveys

IST Services technicians conduct a site survey to accurately assess the structural layout of the site / building and conditions impacting the environment. Critical data gathered in the site survey will be incorporated into the proposal and plan.

Cabling Installation

We can install a wide variety of media including copper, fiber optic, twisted pair, baseband and broadband as well as associated components.

Moves/Adds/Changes

IST Services can support your organization from changing a single drop to rewiring an entire floor

Complex Network / System Design

Our infrastructure design capabilities range across a broad spectrum of commercial applications including large data centers, multi-building campus environments, commercial complexes as well as any traditional office environments.

Certified Installers

We utilize BICSI certified installers as requested or needed for specific projects.



Office Infrastructure Integration Solutions

New Office Project Management & Coordination



The procurement for an office infrastructure is a role that requires expertise to evaluate numerous options that a business can get bombarded with as well as established proven relationships to quickly support your organization.

Some common questions you need to address are:

- ❖ What are the best options for technology, Internet, & Voice services?
- ❖ What are the best options for furniture?
- ❖ Which solutions or options will come though so this move is a success?
- ❖ Where can I get product and support for the least cost?
- ❖ Is there a Document Management vendor can we trust?
- ❖ What is the best security system to put in place?

IST Services can help your organization address the questions above as well provide project management and budgeting services to achieve the best ROI possible.

The bottom line is that this service will enable your organization to benefit from our expertise at a fraction of the cost to hire a full time operations staff.

Our services consist of:

- ❖ Procurement Coordination & Support to select:
 - Voice/Data services
 - Work Center / Furniture Solutions
 - Document Management Solutions
 - Camera Security Solutions
- ❖ Project Management
- ❖ Work Scheduling
- ❖ On-Site Work Supervision

Work Center / Furniture Solutions



IST Services is a provider of office work center solutions of the highest quality, durability and value in the market. These solutions consist of cubicles and panel systems, ergonomic chairs, computer furniture, file cabinets, and specialized conference room needs such as projectors, screens, and tables.

Specific services include the following:

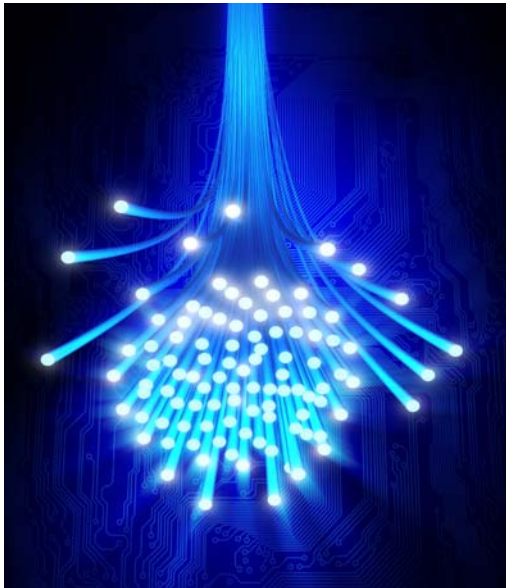
- ❖ Project Assessment/Startup
 - Feasibility Studies
 - Site Surveys
 - Space Planning
 - Furniture Budget Development

- ❖ Acquisition of New Furniture
 - Standards Evaluation / Recommendation
 - Specifications
 - Site Condition Surveys
 - Detailed Furniture Installation / Location Drawings

- ❖ Re-Configuration and Relocation Analysis
 - Proposed Product Requirements Detailing
 - Detailed Installation Drawings
 - Product Specifications
 - Cost Comparison of Purchases vs. Re-Use
 - Work Scheduling
 - On-Site Work Supervision



Carrier Services – Voice / Data



IST Services focus is to provide business class communications services that have proven to be the most reliable, highest quality, cost effective options for each specific business we work with.

We developed relationships with world-class companies to be a single point of contact with the expertise to differentiate and recommend the most appropriate services for your organization.

When we work with your firm, we provide three voice/data options because each carrier has different technologies and networks and we help you identify the best option.

IST Services enhanced voice, data, and security solutions

Voice Services	Data Services
<p>Conferencing</p> <p>Voice over Internet Protocol (VoIP)</p> <p>Local Service – PRI, Trunks</p> <p>Long Distance - Domestic / International</p> <p>Toll-Free - Domestic / International</p>	<p>Shared Web Hosting</p> <p>Dedicated Hosted Server</p> <p>Data Center Co-Location</p> <p>E-mail</p> <p>Managed Firewall</p> <p>Internet Security/ Intrusion Prevention</p> <p>Managed Router Support</p> <p>Virtual Private Network (VPN)</p> <p>MPLS</p> <p>Voice over Internet Protocol (VoIP)</p> <p>Data Backup & Recovery</p> <p>Video Conferencing</p> <p>Web Conferencing / Collaboration</p>

Document Management

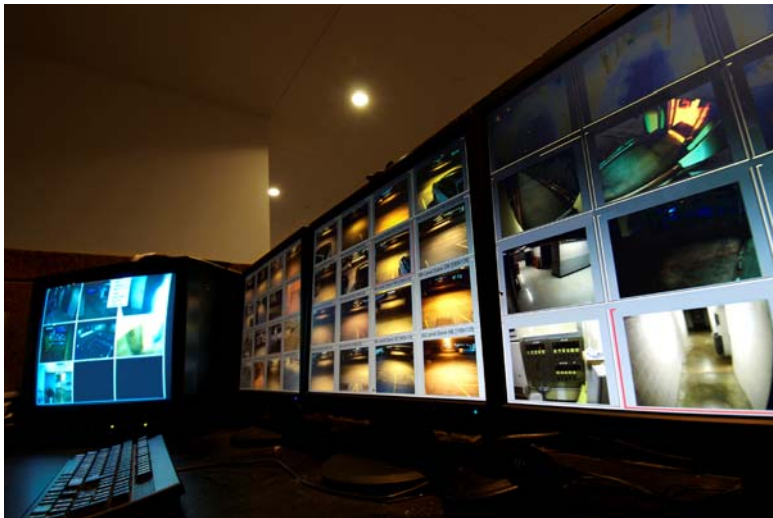


IST Services is a provider of MFP (Multifunction Printer) technologies for copying, printing, scanning, faxing, and document management. Integration is our specialization to help our clients improve their basic document workflow needs and increase efficiencies across all departments.

We also work with reputable firms to provide the following innovative document management systems and services:

- ❖ High Volume Production Printers
- ❖ Wide Format Printers
- ❖ Mailing Systems & Software
- ❖ Indexing
 - Conversion of paper documents to digital files
 - File Tracking
 - Content Management System
- ❖ Facilities Management
 - Production Copying
 - Document Scanning & Conversion
 - Wide Format Copy, Print, and Scan
 - Bindery

Camera Security Solutions



Today's security solutions integrate with information technologies systems and it is for that reason that we provide a complete line of security cameras and IP network security camera solutions.

We represent Professional Grade security camera solutions which provide the best value. There are cameras that are priced less, but the costs are higher for clients when it is a defective or incorrect solution.

This solution set is an offering of:

- ❖ Security Cameras
- ❖ Packaged Surveillance Camera Systems
- ❖ Network Security Camera Systems
- ❖ Board & Mini CCD CCTV Cameras
- ❖ IP Security Cameras & Video Servers
- ❖ Video Transmission Systems
- ❖ Security Camera Lenses
- ❖ Digital Video Recorders
- ❖ Housings & Mounts
- ❖ Cable & Connectors
- ❖ Power Products
- ❖ Network IP Camera Recording Software

Keep in mind that our solutions are not the same type of surveillance camera equipment that is bought at a retail or discount store. In addition, manufacturers engineer and design various lines of products for consumers and businesses. Therefore, a similar camera model can have vastly different components internally.