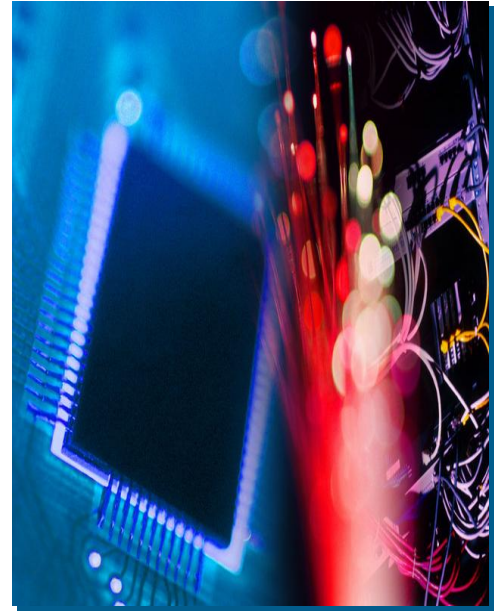


Are your Application and System Support Services effective and cost efficient?

An organization expects its technical staff to provide a high level of un-interrupted services to support its user community at a reasonable cost. The services are also required to be professional, demonstrate integrity and deliver continuous value.

Our services are designed to reduce cost of operations, increase customer service and provide a strategic approach to support that will drive the greatest ROI.

- We measure and track the success of our services to your SLA.
- We customize the service to fit your business needs & budget.
- We partner with you to create a personalized service.



Knowledge Solutions – Technical Support Services can reduce the *Total Cost of Ownership* of your Applications through the use of our on-staff expertise.

Technical Support Services:

- System Administration
- Database Administration
- UNIX Server Administration
- Windows Server Administration
- Application Software Development
- Application Support
- Upgrades and Impact Analysis

Information Services:

- 24X7 System Monitoring
- Incident reporting and analysis
- Variable pricing models to meet business needs
- Redundant resources to insure constant support
- Backup and Recovery services
- Security monitoring and maintenance
- Data Quality & Analytics

Our Professional Managed Care Services allows you to do more with less.

- Mitigate Risk by allowing our trained resources to support your systems 24x7.
- Enable Growth by leveraging our variable pricing and support model which allows your service levels to grow with your business without impact to your organization.
- Focus on your Business and what is really important while leaving the day to day support to us.

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