A G N   T e c h n o l o g y   S o l u t i o n s ,   L L C

S ERVICES   LIST

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Document Log

Issue	Date	Comment	Author
1.0	2016-03-23	First draft	Kevin
1.1	2016-05-16	Home Automation Services Scope (Added)	Kevin
1.2	2016-05-30	Edits made for Website RFP	Kevin
1.3	2016-05-16	Home Automation Services Scope (Removed)	Kevin
1.4	2017-01-20	Added Cloud Services	Kevin

Document Change Record

Issue	Item	Reason for Change
1.1	Sections 3.3	New Services scoped
1.2	Whole Document	Clarifications and Web Content Verbiage
1.3	Whole Document	Services Removed (Home Automation)
1.4	Whole Document	Added Cloud Services

Files

Software Products	User files

CONTENT

1. DOCUMENT SCOPE

The scope of this document is to provide a comprehensive list of all products and services or a combination of which are provisioned as technology solutions for current and prospective clients using various cloud services models; XaaS (anything as a service). Services may be tendered a la carte or bundled (as "Managed Services") based on client needs within various vertical markets.

2. TECHNOLOGY SERVICES

AGN Technology Solutions, LLC will provide the following technology services as part of a complete managed solutions and/or as an à la carte service (if applicable).

2.1. NETWORKING SERVICES

AGN provides state-of-art network connectivity solutions built around its vendors enterprise grade products and strategic vendor-integrator relationships. This allows clients to take advantage of the low-cost ownership benefits provided by managed service providers such as AGN. Below is a comprehensive list of all services which may be packaged into needs based solution for various SMB vertical markets.

2.1.1. Structured Cabling

Structured cabling design and installation is governed by a set of standards that specify wiring data centers, offices, and apartment buildings for data or voice communications using various kinds of cable, most commonly low voltage category 5e (CAT5e), category 6 (CAT6), and fiber optic cabling and modular connectors. AGN offers complete design/engineering/build services from inception to completion and are capable of handling projects of all sizes and complexity. Our services include:

- Rack & Cabinet Space Planning and Layout
  - Rack Space Efficiency
  - Port Density Maximization
- Fiber Solution Design and Installation
  - Multimode OM3 50-Micron 10-Gigabit Fiber
  - Multimode OM4 50-Micron 40 and 100-Gigabit Fiber
  - Single Mode Fiber
  - Field Terminated and Pre-Termination Solutions
  - Fiber Polarity Consideration
  - Complete Specification, Design, and Install
- Copper Solution Design and Installation
  - Category 5e, 6, 6e, and 6A (10-Gigabit)
  - Type 734 and Type 735 DSX Coaxial
  - Field Terminated and Pre-Termination Solutions
  - Complete Specification, Design, and Install
- Rack and Cabinet Solution Design & Installation
  - Server Cabinet Design and Specification
  - Network Cabinet Design and Specification
  - Rack Specification; 2-Post, 4-Post, server, network
  - Complete Specification, Design, and Install
- Pathway Solution Design and Installation
  - Overhead Tray Systems
  - Raised Floor Tray Systems
  - Separate Fiber and Copper Pathways Systems

- o Complete Specification, Design, and Install
- Professional Project/Program Management from inception to completion
  - o PMPs (Project Management Professionals)
  - o Detailed Project Plans
  - o Weekly Written Status Reports
  - o Weekly Status meetings, conference calls
  - o Material Procurement, Scheduling, Inventory, and Coordination
  - o Facility and Vendor Coordination
- Professional Documentation Services
  - o Test Results
    - ▪ Copper
    - ▪ Fiber
    - ▪ Power Meter
    - ▪ OTDR
- Port Connectivity Run Sheets
  - o Copper
  - o Fiber

2.1.2. Network hardware/software purchasing

AGN will provide procurement services by utilizing Information Services Procurement Library (ISPL) to track activities related to the acquisition processes related to Information Technology. Web Tools and phone support will provide customers with accurate tracking and delivery of requested products as well as transparency to our customers.

An IT procurement process, formal or informal, exists in every organization that acquires information technology. As users of information systems increasingly find themselves in roles as customers of multiple technology vendors, the IT procurement process assumes greater management significance. In addition to hardware, operating system software, and telecommunications equipment and services - information resources traditionally acquired in the marketplace - organizations can now turn to outside providers for many components of their application systems, application development and integration, and a broad variety of system management services.

Typically, a company's purchasing process is an ad-hoc practice, which leads to a lack of uniformity, standards, and reduced cost-effectiveness. Small and medium sized businesses (SMBs) could potentially have the most to gain from better procurement, yet they tend to lag far behind larger organizations in general sophistication (i.e. adopting basic strategic sourcing, category management, or compliance processes and policies) as well as technology adoption across source-to-pay (S2P) procurement technology.

2.1.3. Network Design, Configuration & Installation

AGN designs high-performance networks to help clients efficiently operate and grow their business. A well-designed computer network will help minimize computer and network problems that can negatively impact productivity. Like a tuned-up engine, all components of client networks must work optimally and together. Servers, desktop workstations, cables, switches, routers, etc., we have the knowledge and expertise to build our clients IT network with the right hardware and software. We make sure client systems are proficient enough to accomplish their tasks, without being more than they need by designing a system that is scalable enough to grow with business needs.

Wide Area Networks (WAN) and Virtual Private Networks (VPN) are important for today's global and remote business environments. We help ensure our clients remote and mobile staff can access their work files,

whether they need to be connected to our clients business across town, across the state or across the country, conveniently and securely.

Our client's computer network is the backbone of their operation. It needs to be reliable, secure and manageable. Networking design and configuration starts with understanding our clients short-term and long-term business plans. Once we understand how our clients business needs to operate, we help them choose and configure the type and number of computers, servers and devices they will need to accomplish business goals. We can suggest the appropriate equipment such as switches, routers, firewalls and more. Our custom networking design and configuration plan will be designed and implemented to support our client's business plan and budget. Clients should experience marked improvements on their bottom line once their IT network is configured to meet their business objectives. Some LAN/WAN solutions which AGN supports are:

1. Network integration design and planning (Consolidate, Virtualize and Standardize)
2. Scalable LAN & WAN Connectivity Services
    i. LAN Services
        a. Office LAN
        b. Building LAN
        c. Campus LAN
    ii. WAN Services
        a. Frame-Relay/T1/ATM Networks
        b. MPLS VPNs
        c. Fiber Rings
        d. WAN Bandwidth Enhancing Services
            1) WAN Encryption
            2) QOS Policing/Traffic Shaping
3. Remote and Mobile Access Services
    i. Remote Access VPNs
    ii. Site-to-Site VPNs
    iii. Multiaccess VPNs

2.1.4. Network Security Services

Security threats are a growing issue for small businesses. We stay on the cutting edge of tracking the latest security hazards and employ a variety of proactive and/or reactive technologies that will keep their data and systems safe. Network security services include the following:

1. **Firewalls –** Firewalls are their first line of protection to control what comes and goes on our client's network system. With the right firewall protection in place, our clients will be safe from malicious outsiders who can tap into their company and client data. Our security services strengthen this important gateway for their business.
2. **Spam Management –** With our email security services, we protect our clients at all points of interaction: at their desktops, network, and even their outside ISP(s), preventing unwanted spam from ever hitting inboxes, and saving their employees time and lost productivity.
3. **Virus/Spyware Detection Services –** We protect, detect, and remove both viruses and spyware from client computer systems using best-of-breed antivirus and spyware removal applications for businesses.
4. **Content Filtering –** Content filtering lets us block websites from being accessed by users on client network. This allows us to control the websites their employees visit ensuring they are not left vulnerable to viruses, spyware and other maladies of the Web. This can also help our clients improve employee productivity.
5. **Security Policy Manuals –** If our clients have any merchant services account, they must be compliant with Payment Card Industry (PCI) Data Security Standards. We can help by creating a customized Security Policy Manual that addresses information security for employees and contractors to keep clients in compliance with credit and debit card use rules and regulations.

We can help clients identify the data they most need to protect, and then help them deploy the appropriate systems to ensure it stays safe. We can install tools, like firewalls, to help protect client networks from outsiders, and anti-virus and anti-spyware to protect against outside sources — such as an employee's USB drive — from infecting their system and/or network. We can even help clients establish security privileges to define who can access specific files and folders.

Through web filtering, we can control which sites their employees may access, protecting them against security threats that come through malicious websites. Our SPAM management tools will help protect clients (and their servers) from lost productivity and the potential threats caused by SPAM.

2.1.5. IP Telephony [! FUTURE !]

1. *Unified Communications Packages*
    i. *Conferencing & Collaboration*
    ii. *Managed or hosted IP telephony Services*
        a. *Cloud PBX*
        b. *On Premise PBX*
    iii. *Site-to-Site voice VPNs*

2.1.6. Wireless Infrastructure

Our company offers a variety of professional services to help take the risk out of designing and deploying a wireless network for our client's business offices.

1. **Wireless LAN survey –** Conducting a wireless survey is essential to correctly implement a Wi-Fi network with 99.999% availability. Too many Wi-Fi networks simply do not work as intended or under-perform. Conducting a professional wireless site survey will save a business both time and money in the long term. Using the latest industry tools, and techniques to map out wireless radio frequency coverage of an intended area; we then provide clients with complete documentation on all aspects of the survey. We can conduct a survey with any wireless manufacturer's hardware in mind which is essential for the network design.

   We will provide Coverage Maps which display and record information from all the key areas of a wireless network including received signal strengths, access point locations, RF interference and noise levels.

   A full spectrum analysis will include detection, measure and recording of the presence of RF Interference that could degrade the performance of a wireless network. Interference such as microwaves, PIR sensors, Bluetooth and legacy wireless devices can have a profound impact on a wireless network.

   a. Wireless site surveys include the following:
      - Detection, measure and recording of the presence of RF Interference that could degrade the performance of a wireless network.
      - Calculate the Wi-Fi supported data rates that can be expected throughout the premises.
      - Access point locations
      - Wireless bridge locations
      - Antenna's and other wireless equipment.
      - Co-location of Wi-Fi access points with channel selection and reuse.
      - Information such as; antenna selection, orientation and polarisation.
      - Look for signs of, reflection, refraction, multipath, hidden nodes, dead spots etc.
   a. Wireless site survey documentation includes:
      - Detailed information on the data gathered from the survey

- Photographs the location of all wireless equipment.
- Maps of the Wi-Fi RF coverage.
- Details of RF interference.
- Wi-Fi Equipment list.

2. **Wireless Network Consultancy** – AGN offers a comprehensive range of wireless consultancy and support services to tackle the unknowns and improve the design and deployment of a network. In short, our consultants will advise on defining wireless strategy, choosing appropriate technologies and architecture for an efficient ROI, procurement, network design and deployment processes.

3. **Wireless Network Support** – Onsite support comes as either "pay-as-you-go" labour pack or unlimited pack, dependant on the client needs. The engineering time can be used for any onsite engineering requirements related to their wireless network, providing guaranteed next business working day response.

   a. Unlimited - Our advanced & advanced+ packages come with unlimited onsite support, which offers a truly cost efficient solution.
   b. "Labour" Pack - Clients can purchase labour days as needed or purchase any number of labour days upfront as part of the labour pack to be redeemed as required.

2.2. INFRASTRUCTURE SERVICES

2.2.1. Virtualization & Server Consolidation

Virtualization refers to technologies designed to provide a layer of abstraction between computer hardware systems and the software running on them. Virtualization has become the cornerstone of every enterprise's preferred money-saving initiative. Many SMBs are unable to capitalize on this software either due to the lack of internal staff knowledge or the complexities and logistics of installing, managing, and monitoring a virtual infrastructure. Server consolidation is an approach to the efficient usage of computer server resources in order to reduce the total number of servers or server locations that an organization requires.

There are three basic categories of virtualization:
- Storage virtualization - Melds physical storage from multiple network storage devices so that they appear to be a single storage device
- Network virtualization - Combines computing resources in a network by splitting the available bandwidth into independent channels that can be assigned to a particular server or device in real-time
- Server virtualization - Hides the physical nature of server resources, including the number and identity of individual servers, processors and operating systems, from the software running on them.

2.2.2. Remote IT Management & Monitoring (RIMM)

Remote monitoring and management (RMM) is a collection of information technology tools that are loaded to client workstations and servers. These tools gather information regarding the applications and hardware operating in the client's location as well as supply activity reports to the IT service provider, allowing them to resolve any issues. RMM usually provides a set of IT management tools like trouble ticket tracking, remote desktop monitoring, and support and user information through a complete interface. RMM is the proactive, remote tracking of network and computer health.

2.2.3. Hosted, On-Premise, and Hybrid Storage, Backup and Disaster Recovery Services

Hosted storage service is a cloud computing service offering in which data can be stored, edited and retrieved from a remote cloud storage server over the Internet under a utility computing model. Cloud storage service, an

Infrastructure as a Service (IaaS) service model, delivers scalable, flexible and redundant storage capacity through Web services API, online interfaces and thin client applications. Cloud storage service is also known as utility storage service and storage as a service.

Cloud storage service is built to provide applications, services and organizations with access to offsite storage capacity that can be provisioned instantly, is flexible in scaling automatically at run time and is globally accessible. Cloud storage services is hosted and managed on storage virtualization architecture. This technique allows a single storage server to create multiple logical and virtual drives with scalable capacity and tight coupling. End users and applications access the logical storage by the online management interface or integrating vendor APIs with the application and are only billed for the storage capacity metered. Cloud storage services are delivered in public and hybrid storage models.

2.2.3.1. Backup & Archiving + Disaster Recovery (DR)

Backup and recovery refers to the process of backing up data in case of a loss and setting up systems that allow that data recovery due to data loss. Backing up data requires copying and archiving computer data, so that it is accessible in case of data deletion or corruption. Data from an earlier time may only be recovered if it has been backed up.

2.2.3.2. Redundancy, Replication and Colocation Services

Data backup cannot always restore all of a system's data and settings. For example, network switches and routers, computing clusters, active directory servers, or database servers may need additional forms of disaster recovery because a backup and recovery instance may not be able to reconstitute them fully. Thus redundancy and replication services provide a proactive approach do deal with hardware or software failures. There are many forms of redundancy which can be deployed:

1. **Network redundancy** - A process through which additional or alternate instances of network devices, equipment and communication mediums are installed within network infrastructure. It is a method for ensuring network availability in case of a network device or path failure and unavailability. As such, it provides a means of network failover. It serves as a backup mechanism for quickly swapping network operations onto redundant infrastructure in the event of unplanned network outages. Network redundancy is achieved through the addition of alternate network paths, which are implemented through redundant standby routers and switches. When the primary path is unavailable, the alternate path can be instantly deployed to ensure minimal downtime and continuity of network services.

2. **Server redundancy** - Refers to the amount and intensity of backup, failover or redundant servers in a computing environment. It defines the ability of a computing infrastructure to provide additional servers that may be deployed on runtime for backup, load balancing or temporarily halting a primary server for maintenance purposes. To enable server redundancy, a server replica is created with the same computing power, storage, applications and other operational parameters. A redundant server is kept offline. That is, it powers on with network/Internet connectivity but is not used as a live server. In case of failure, downtime or excessive traffic at the primary server, a redundant server can be implemented to take the primary server's place or share its traffic load.

3. **Data redundancy** - A condition created within a database or data storage technology in which the same piece of data is held in two separate places. This can mean two different fields within a single database, or two different spots in multiple software environments or platforms. Whenever data is repeated, this basically constitutes data redundancy. This can occur by accident, but is also done deliberately for backup and recovery purposes. Data

redundancy works to safeguard data and promote consistency. An example of Data redundancy is:

4. **Redundant array of independent disks** (**RAID**) is a method of storing duplicate data on two or more hard drives. It is used for data backup, fault tolerance, to improve throughput, increase storage functions and to enhance performance.

   a. RAID is attained by combining two or more hard drives and a RAID controller into a logical unit. The OS sees RAID as a single logical hard drive called a RAID array. There are different levels of RAID, each distributing data across the hard drives with their own attributes and features.

A colocation facility is a physical data center hosting facility that allows customers to deploy their own servers, networks and storage hardware powered by Internet bandwidth, electricity, backup power and other services generally required in a data center.

Colocation facilities are built capitalize on the economies of scale achieved through shared bandwidth, power and disaster resistant facilities. In colocation facilities, customers only own the server and related hardware and procure all other services based on a monthly billing cycle.

Colocation providers make their services available in two ways:

1. The customer buys hardware and physically brings it into the colocation facility.
2. The provider buys and installs the server and other hardware equipment based on user requirements, then bills the customer at hand and continues to bill for monthly service.

Colocation providers generally have the facilities to host thousands of servers, powerful standby generators and uninterrupted power supply, disaster recovery and backup procedures. They also have industry standard certifications like typical hosting providers.

2.2.3.3. DRP Proposals & BCP Planning

A Disaster Recovery Plan (DRP) is a business plan that describes how work can be resumed quickly and effectively after a disaster. Disaster recovery planning is just part of business continuity planning and applied to aspects of an organization that rely on an IT infrastructure to function.

The overall idea is to develop a plan that will allow the company and/or its IT department to recover enough data and system functionality to allow a business or organization to operate - even possibly at a minimal level. With the growing dependence on I/S and the Business Process to support business growth and changes associated with their complexities, compounded with the complexities of changing technology, the following elements are key to implementing a comprehensive Disaster Recovery Program:

- Critical Application Assessment
- Back-Up Procedures
- Recovery Procedures
- Implementation Procedures
- Test Procedures
- Plan Maintenance
- Business impact analysis (BIA)

Business Continuity Planning (BCP) is a program that assesses the existing operations, risks, and customer relationships of an organization for the development of organizational preparedness. BCP

develops an integrated approach to ensuring that critical processes continue to function during and after a disaster or incident that interrupts the operation of the organization.

The BCP command structure is designed to benefit the operational environment with coordinated emergency management (EM), IT disaster recovery (ITDR), and continuity of operations planning (COOP) BCP elements.

3. MANAGED SERVICES

AGN managed services offerings will be targeted towards small office/home office (SOHO), small and medium sized organizations over public and/or private connectivity into our multi-tenant hosted infrastructure. Our managed services are also bundled with remote maintenance and monitor a customer's in-house IT infrastructure, end-user systems and/or office peripherals, typically on a proactive basis, under an up-front flat-fee and monthly subscription model. These subscriptions will be provided in tandem with our already marketed à la carte technology services under a service-level agreement (SLA) that spells out the responsibilities to meet service level objectives (SLOs) as well as quality and performance metrics that will govern the relationship.

In conjunction with our SLA, the ultimate goal of our organization will be to deliver to our clients, an autonomous technology ecosystem utilizing the ITILv3.0 BCP framework and vendor best practices.

The ITILv3 framework is broken into five sections:

1. **ITIL service strategy** - Specifies that each stage of the service lifecycle must stay focused upon the business case, with defined business goals, requirements and service management principles.
2. **ITIL service design** - Provides guidance for the production and maintenance of IT policies, architectures and documents.
3. **ITIL service transition** - Focuses upon change management role and release practices, providing guidance and process activities for transitioning services into the business environment.
4. **ITIL service operation** - Focuses upon delivery and control process activities based on a selection of service support and service delivery control points.
5. **ITIL continual service improvement** - Focuses upon the process elements involved in identifying and introducing service management improvements, as well as issues surrounding service retirement.

To fuel our managed services offerings, we will rely on our strategic partnerships and certifications with an array of industry leading vendors. Within the realm of networking technologies, we will utilize our channel partnership with Cisco Technologies (http://www.cisco.com/c/en/us/partners/partner-with-cisco/channel-partner-program.html) to deliver cutting edge network hardware and software for small and mid-sized clients. Within the realm of securities offerings, we will leverage our in-house experts as well as strategic partnerships with Fortinet (North America Partner Program), Symantec (https://www.symantec.com/small-business) and Qualys, Inc (https://www.qualys.com/partners/). For infrastructure and cloud offerings, we have engaged Amazon Web Services (AWS Partner Network), the Microsoft Azure (https://azure.microsoft.com/en-us/partners/), VMware (http://www.vmware.com) and Dell Technologies as well as other hardware and software distributers (to name a few).

These strategic partnerships in conjunction with our service delivery strategies by means of multiple cloud services models will provide us with ability to design, offer and sustain excellent services and technical support for our clients as well as differentiate us from the traditional resellers. Additionally, our firm will focus on the business aspects of managed services, blending a solid business strategy with the right tool that will enable us to implement our ultimate goal.

When clients sign up with our managed services, here are some of the substantial benefits:

- *Tailored Packages* – We know that every businesses' needs are completely different from the next, so we offer 100% custom packages for any business size or budget.

- *Predictable costs 24/7* – AGN doesn't charge you more when your network is down or a server fails. Our flat-rate fee covers all of that whenever you need it done.

- *Ramped up productivity* – Never stress again about network failures, as our managed services include round-the-clock monitoring of your computers and network to help prevent problems before they happen.

- *We are always available* – Part of what makes our managed services so exceptional is that we are always available, regardless of time or holiday.

4. CLOUD SERVICES

AGN's hybrid cloud solutions and traditional hosting services allow customers to future-proof IT operations and maximize their business value. By tailoring cloud deployments to specific customer needs, AGN provides new, enriched cloud capabilities for mission-critical and day-to-day operations while allowing our customers to benefit from the low-cost ownership inherited with cloud solutions. Here's a partial list of some cloud service models (XaaS) deployed by AGN:

- **Communications or Unified Communications as a Service** (**CaaS or UCaaS**) — The service provider operates a unified communications service on behalf of the client. This removes the complexity of management from the customer.

- **Desktop as a Service** (**DaaS**) — Managed service providers run a Virtual Desktop Integration (VDI) system that customers' users log into. This removes the expense and complexity of VDI from the customer.

- **Disaster Recovery as a Service** (**DRaaS**) — Managed service providers hold a duplication of customer servers and storage in their own data center. This allows constant backup of customer applications and data for rapid restoration in the aftermath of a disaster.

- **Email as a Service** (**EaaS**) — Managed service providers handle customer email services.

- **Hardware as a Service** (**HaaS**) — Managed service providers offer equipment leasing.

- **Information Technology as a Service** (**ITaaS**) — Managed service providers encompass all of the technologies for creating, storing, exchanging and using business data.

5. BUSINESS IT STRATEGY & CONSULTANCY SERVICES

The role of the IT consultancy is to support and nurture the company from the very beginning of the project till the end, and deliver the project not only in the scope, time and cost but also with complete customer satisfaction.

Consulting is also provided in tandem with the à la carte technology services listed above. The purpose of these consulting services is to provide innovative solutions using well defined-strategies via deep domain expertise. Consultants will define, design and execute strategies that drive client's business growth, reduce technology costs while allowing our clients to concentrate on their core business practices. We take a "big picture" approach, working with our clients to learn their business vision and goals, IT environment, skill requirements and policies. Then we develop short- and long-term strategies based on best practices to deliver measurable results.

We will work with our clients across every industry to develop effective technology strategies and realize the full potential of their IT investments. Our Business Technology practice helps our clients think about, and implement, technology as a powerful tool for achieving strategic business objectives. In doing so, our capabilities extend beyond the typical consultancy. We leverage our management consulting practice, business acumen, industry knowledge, and change management expertise to help our clients make the most of technology and the opportunities it brings.

5.1. BUSINESS INTELLIGENCE (BI) AND ANALYTICS

We help clients gain insights from client data using a holistic approach built upon not only data and technology, but also effective business process, organization alignment and talent. The usual problem is that a business owner doesn't know the detail of what the project is going to deliver until it starts the process. In many cases, the incremental effort in some projects can lead to significant financial loss. We assess their present analytic capabilities: "What do you have?" "What do you need to acquire?" "What don't you know that you need to know?" Leveraging our deep experience developing executable strategies for customers across a wide variety of industries, we create a roadmap

that initiates the delivery of actionable business insight early in the project and expand that delivery as the project progresses. Finally, we provide trusted leadership to deliver dependable results through design, implementation and operations of our clients new or enhanced analytic capabilities.

1. **Business Intelligence Assessment and Strategy** – We work with clients to develop a vision and strategy to achieve their overall business goals. We begin by assessing their company's current business intelligence and analytics capabilities (people, process, data and tools) relative to their business goals and objectives. We develop a strategy and a prioritized roadmap to achieve those objectives, and a business case detailing the investments, costs, benefits, savings and revenue impacts.

2. **Business Intelligence Capability Design and Implementation** – We design and implement the organization structures, operational processes, tools and data to realize their business intelligence strategy—including data acquisition and preparation, staffing, operating model development, platform and tool selection and implementation, data governance, and reporting. The end result is a data-driven organization capable of delivering actionable business insight on an ongoing basis.

3. **Business Analytics –** We help clients uncover actionable business insight through analysis and interpretation of their organization's data. Our services include quantitative analysis that delivers answers to discrete business questions, and interim leadership to jump-start new operations or reinvigorate existing ones. We also offer advanced quantitative and big data analytics for discovering new business insight.

5.2. IT ADVISORY SERVICES

We partner with our clients to transform IT into a strategic asset for their companies. Our advisory services span IT strategy development and execution, IT management and operational assessments, IT capability road mapping and development, IT governance and risk management, as well as interim leadership to effect change or solve short-term resource challenges.

Our IT Advisory Services specialists offer the following services, tailored to the unique needs of the client and challenges at hand:

IT Strategy – We will approach IT strategy and planning in a unique and dynamic manner that allows for continuous assessment and adjustment as new opportunities arise or market conditions change. We help identify and prioritize their technology-related options, focus on those that drive measurable business outcomes, and develop a roadmap of the activities needed to realize the full power of their IT strategy. We tackle IT strategic planning from three vantage points:

- Business and IT Alignment – Collaborating with business partners to explore new ways to create business value.
- IT transformation – Taking an internal view of the IT organization to identify opportunities to increase operational effectiveness and efficiency.
- Innovation – Helping organizations reap the potential benefits of new disruptive technologies.

IT Management and Governance – Leading and managing an IT organization of any size presents a range of unique challenges. Successful IT organizations are an effective blend of people, processes, tools and techniques. When IT organizations have to change—whether to better align with enterprise strategy, meet internal goals or respond to external factors—IT leaders must identify opportunities for improvement and develop effective plans for change. Point B's IT Management and Governance offerings make IT leaders more effective by providing guidance and expertise to help IT organizations change. We provide:

- **Capability Assessment** – We identify gaps in IT capabilities or find opportunities to improve existing ones. We get to the root cause of problems and provide effective solutions.

- **Capability Development** – Working with our clients' IT leaders and other stakeholders, we prioritize development needs, create plans to address those needs, and provide leadership as needed throughout the transition.
- **Governance and Risk Management** – We help clients plan their governance and risk management programs, and rectify identified deficiencies.
- **Interim Leadership** – Provides experienced IT leaders to provide guidance through organizational transitions or manage through short-term resource challenges.

5.3. IT INFRASTRUCTURE

While software is the true enabler of a business, a robust and well operated IT infrastructure must underlie the software. We will collaborates with clients to determine IT infrastructure direction and implement changes utilizing the À la carte technology services outlined above to create a robust foundation upon which enterprise applications can add true business value.

5.4. HARDWARE & SOFTWARE PROCUREMENT

We will procure hardware and software for our customers taking the guess and leg work out of the task. Our engineers are able to match the right solutions to meet our client's specific needs. We are able to guide our clients through the plethora of solutions which need to be navigated in order to make the correct decision for their individual needs via our accumulated experience and numerous vendor relationships.

From analysis and evaluation of our client's current hardware assets through ordering, configuring, and installation and setup of our client's new equipment, we will help them create a streamlined hardware procurement roadmap to move them forward, meeting their operational needs.

We will analyze and evaluate current software assets and determine the best approach for ordering, configuring, installation, and setup to help them make the optimal software procurement decisions, ensuring the client on the right path to operational efficiency. We can facilitate operational continuity going forward through a full range of warranty and maintenance services.

6. ACRONYMS

6.1. GLOBAL GLOSSARY

6.2. PARTICIPANTS LIST

Participant short name	Participant name	Country	Partic. no.	Partic. Role*

(*)Partners are split into two groups: **P**rincipal Contractors (six) and **A**ssistant Contractors (fifteen). **C** designates the **C**oordinator.