

Integrated Support Strategies, Inc.

Information Technology

Systems • Support • Services

Integrated Support Strategies, Inc. (ISS)

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ISS Information Technology Support

The Challenges Facing Business Today

Competition- few words have more impact on today's management. It seems that every directive from the top is aimed at increasing the competitiveness of the organization.

Reducing O&M costs are a good way to sharpen the competitive edge, since most capital costs are fixed. In an effort to reduce costs, many companies are focusing on their core business. Companies produce and distribute their products or services, and all other activities can be considered non-core.

Calling information technology non-core would be stretching the point. It is impossible to imagine any large company functioning for long without a data processing department. However, data processing costs can be reduced substantially by concentrating internal resources on integral IT requirements and **contracting for the services that can be obtained from vendors more cost-effectively**. Many IT support functions can be economically obtained from outside vendors.

ISS is Positioned to Partner

The new reality in business revolves around partnering. "Multi-disciplinary Management Teams", "Concurrent Design and Engineering", "Just-In-Time Supply", "Benchmarking", and "Knock-Your-Socks-Off Service" are business concepts designed to enable individuals, groups, and organizations to achieve truly integrated business processes. Successful companies are learning to cultivate partner-like relationships with customers, with vendors, and even intra-departmentally.

We have positioned ourselves to partner with corporations as Information Technology service and support providers. This document will show that **we are an organization that can put support programs in place that will reduce information technology costs**. Also included is a sample long-range implementation plan for placing Information Technology support, both hardware and software, in the hands of the support specialists at ISS. Our **customized planning ensures a smooth transition** and allows time for your management to balance the impact on employees.

Creative, Flexible and Adaptable

ISS can quickly realign personnel or modify procedures in order to conform to your needs. At ISS, we don't want to take over the management of your operation. We want to provide the information technology support services that allow you to manage your business in a more customer-focused, cost-effective manner.

Business Objectives

ISS is more than just a supplier or a service provider. **We become a partner to our clients by taking a consultative approach to account management.** We use what we learn from clients and prospective customers to guide the creative and flexible design of their service and support programs.

Because we are focused on meeting client needs and are unhindered by a rigid hierarchical management structure, we compete successfully against OEM's and much larger computer support firms—not just in winning, but also in renewing comprehensive multi-year business relationships with clients like Consolidated Edison of New York, New York City Transit Authority, New York City Health and Hospitals Corporation, U.S. Department of Agriculture, the PECO Energy Company, Independence Blue Cross, Hershey Medical Center, Mainline Health Systems and University of Medicine and Dentistry of NJ.

There may be a lot of other companies that want your business, but there is only ONE that is determined to reach the goal of **total customer satisfaction**—that's ISS.

Highlights & Strengths

Our strengths include creativity, flexibility, responsiveness, service delivery, accessibility and cost effective prices in conjunction with the following attributes:

- **19 year track record in the computer maintenance & IT services arena**
- **Vast experience in supporting large IT environments**
- **Accustomed to operating under performance driven contracts**
- **Not restricted by geographical regions**
- **Dedicated on-site support programs**
- **Creative, flexible & responsive**
- **Cost effective – impact bottom line**
- **Strategic Alliances**

In today's ever-changing business world it is important for a service organization to be **creative** and **flexible** in order to satisfy the customer's ever-changing IT needs. As a **Strategic Partner** with your organization, ISS will develop, fit and deliver a customized support solution to meet your specific needs, as well as adjust to anticipated changes and future requirements.

Service Delivery

Responsiveness and service delivery are paramount in the service industry. These are certainly two very key aspects and strengths of our organization. ISS's emphasis of treating each service call as urgent and each customer as a priority is the essence of how we deliver service. (98%) ninety-eight percent of our service contracts are performance driven and include strict response & resolution time criteria that are enforced. ISS is unique because we specialize in the support of large IT environments, but are more streamline in size and structure than our competitors, thereby allowing us to respond and make decisions quickly as it pertains to customer changes, needs and requests. Customers appreciate this kind of special attention; therefore it has proven to be yet another one of our strengths. Our ability to obtain and retain large opportunities and contracts are a direct result of all of the above strengths and attributes and are a testament to our service response and delivery system.

Organization & Cost Structure

Our size and structure facilitate *accessibility, quick response to customer needs and cost effectiveness*. Key ISS middle and upper management personnel are always available to address customer issues directly in a moments notice. Support decisions, strategy and customer inquiries are always reviewed and responded to in a timely manner. This gives the customers and our service partners a feeling of uniqueness and instills confidence that a solution is available and the job will get done.

Because we have a flat management structure and do not have the overhead that larger organizations posses, we can offer very *competitive pricing and significantly impact the bottom line*. Delivering quality services at cost effective prices is a commitment from ISS to the customer and a constant throughout the business relationship.

Company Overview

History of ISS

Integrated Support Strategies (ISS) entered the computer services industry in 1985 with an innovative service offering: high-quality on-site services customized to satisfy a variety of corporate systems needs. Response in the marketplace was strong, and we quickly won the confidence of several large corporate and institutional client groups, such as hospitals, insurance companies, utilities, educational, government, city and state organizations.

Over the past decade we have continued to grow—adding a variety IT support services to our overall service offering. Our efforts have resulted in the addition of new customers, as well as expansion of territory, while retaining existing clients. Our original business model has remained a key factor in our success. We are still highly responsive to customer needs. As needs have changed, we have revised our approach and improved ourselves, adding products and support capabilities that increase our value to the customer.

ISS is incorporated in the State of Delaware. The firm currently has a staff of over one hundred and twenty professional service employees with many years of experience and expertise. ISS is led by the President, Tom Stafford who has been with the company since its inception and attentively managed by Greg Fecca, Vice President of Operations, who has been with the company for the past 14 years. Together, they bring many years of experience and expertise in the computer services and information technology field to the task of meeting our client needs.

Facilities & Resources

ISS is headquartered in Bala Cynwyd, Pennsylvania, just minutes away from center city Philadelphia. The organization has an entire field service division consisting of technicians possessing varying skill sets, who actively operate throughout the East Coast and Mid-Atlantic regions. Within our headquarters is a Central Dispatch/Help Desk Center that operates 24- hours per day, 7-days per week and can be accessed via a toll free, 800- number. We have a technical support department that comprises over fifty years of experience in support of everything from critical mainframe, mid-range and server devices down to desktop PCs, laptops and printers. Additional support capabilities include a network division with certified engineers supporting Novell, NT and other NOS software. Rounding out our support operation is a full-scale master parts warehouse center and an equipment repair depot comprising an entire technology facility. ISS has additional service site locations in Harrisburg, Valley Forge and Pittsburgh, Pennsylvania; and Manhattan, Queens and Brooklyn, New York; Newark, New Jersey; and New Orleans, LA. All sites are linked through a fully integrated voice and data network. ISS's proprietary Automatic Tracking System software enables our firm to provide on-the-spot service updates and a range of

valuable management information to our clients. With over 98% of our business in servicing performance-based maintenance contracts, ISS has proven itself to be an innovative, value-conscious company that adapts well to a changing marketplace.

Service Performance and Quality

With over nineteen years of experience in **performance-based contract services**, ISS has developed and refined a service delivery system that can be successfully customized for large corporate, institutional, and governmental accounts. We are experienced in setting up new customer accounts regardless of geographical location with full functionality and self sufficiency in a very short period of time. Our success in this area is attributed to our many years of experience and our unique contract start-up and transition plan, which has been tested, time proven and utilized with great success many times over.

ISS has an aggressive QUALITY PROGRAM involving periodic internal reviews and client performance updates designed to:

- assure the knowledge of ISS's technical staff is "leading edge" technologically;
- ensure in-house and on-site computer equipment repairs are completed thoroughly and efficiently;
- verify that all administrative and logistic support activities operate effectively, and;
- confirm that each ISS customer receives the best possible support service.

Each member of ISS management is required to be familiar with every corporate client, including such details as customer locations and service level coverage, equipment being sold and serviced, contract requirements, and Open Call status.

Meetings are held between ISS senior management and each customer on at least a monthly basis. Areas of discussion normally include service and product delivery, performance criteria, on-site technician performance, and additional issues and services as requested by the customer.

Management reports and controls used by ISS validate and verify all service activity. When problems are detected by an automated process, an employee, or a customer, specific procedures are activated to ensure that ISS headquarters support stays involved until the activity is back within guidelines.

Responding to Needs

Because we take time to learn from our customers, we have made it a primary marketing strategy to form partnerships and strategic alliances with OEMs and with key service organizations. We have also pursued and won the opportunity to sell and service products that support the data center and telecommunications organizations for whom we work.

Our focus on Information Technology service and support means that ISS can deliver **hardware and software support**, in addition to **complete site (or multi-site) life-cycle asset management** for personal computers, printers and peripherals, for mainframe terminals and peripherals, and for wireless communications equipment.

ISS Support Infrastructure

By virtue of the portfolio of services we provide and through strategic partnerships and established working relationships, ISS can be your **single point of contact** for the complete range of Information Technology support services.

Equipment Maintenance & Support, Desktop & Help Desk Support, Technical Staffing, Shrink-wrap Application Support, IMACs, Procurement, Configuration, Asset Management, Network Support, and Customized Programming capabilities make up our comprehensive systems support infrastructure.

We specialize in the design and on going support of customized support solutions for large clients with high volumes of users and products, requiring a premium level of support. Our concept is to provide clients with choices and the ability to select the specific service(s) they require through flexible and creative solutions. Whether you desire select services or a full-service (all in one) single-source solution for all of your IT needs, ISS has a support program that will work for you. Our concept is to provide clients with a customized, single -source solution for all of their IT service needs under one all- encompassing contract or to provide specific customer required services, all of which are available separately.

SERVICES OFFERED

HARDWARE BREAK/FIX MAINTENANCE

Dedicated On-Site Hardware Maintenance - Dedicated ISS support staff are uniquely selected to serve the customers specific technical and administrative needs, and are placed full-time, on-site at your location. Our technicians receive on-going training and are certified by most major OEMs. We are equipped to handle a full range of service and support functions. Services encompass contract maintenance, warranty repairs and network services, as well as include the provision of on-site spare parts & whole unit loaner devices. This ensures an almost immediate response and resolution to service requests, as well as reduces system downtime and keeps employees productive. In times of low call volume or upon the customer's request, on-site technicians can be utilized to perform a variety of other IT services such as installations, software loads, etc. at no additional cost to the customer. Having technicians on-site allows the customer flexibility in determining priorities.

On-Call/On-Site Hardware Maintenance - Support personnel are dispatched to service equipment or perform various services on-site at the customer's location, on an as needed basis. All ISS technicians have direct repair experience and receive the latest training and certifications on products specific to the customer's equipment base they support.

The ISS hardware support team has the knowledge and experience to effectively repair equipment, increase user productivity and enhance customer satisfaction. Equipment supported includes: Servers, Desktop PC's, Laptops, Printers, Scanners, Terminals, Controllers, Communication devices and many others made up of multi-vendor products.

DESKTOP SUPPORT

Qualified support staff are assigned to the client site full-time to resolve software & hardware issues at the end users location. ISS Desktop Support Staff are proficient with various operating systems, hardware diagnosis, application software and can even be trained on custom software applications if required. Support staff, assigned to a client's site, possess both hardware and software skills specific to the customers IT environment and support needs.

They undergo training and certifications for many Software Vendors such as:

Microsoft Products	NT	2000
XP	Exchange	SMS
Novell Products	Netware 3.x – 6.x	GroupWise
Lotus Notes		

SERVICES OFFERED - CONTINUED

HELP DESK

Qualified support staff are assigned to the client site full-time or can be positioned at our 24x7 Help Desk Center to resolve software & various other support issues over the telephone. These highly skilled individuals possess unique abilities and expertise, which enables them to walk end user's through problems over the phone, often times resolving problems immediately, greatly reducing down time and maximizing productivity. All Help Desk staff possess excellent customer relation and communication skills as well as, receive up to date training and certifications on a wide variety of software products.

IMAC'S

Our Install-Move-Add and Change Support Services, integrated with our Help Desk Service, is based on your scheduling priorities and ensures minimal disruption to daily operations. IMAC support is performed by qualified technicians and includes both hardware and software product installations, equipment upgrades & configurations, system burn-inns, and installation as well as verification of functionality.

TECHNICAL STAFFING

Qualified staff are available to augment or fill your technical staffing requirements for IT projects or daily support needs in either a short or long term capacity. ISS ensures that all technical staff assigned have the requisite skills and experienced required to meet you specific staffing needs.

SERVICES OFFERED - CONTINUED

NETWORK SERVICES

Our network engineers are certified by Novell and Microsoft to design, install and support your LAN, WAN, or internet needs, including HW/SW/OS upgrades & update patches, server to server migration, network performance measurement and tuning services etc.

ASSET MANAGEMENT

Our Asset Management Strategy targets all distributed assets. We handle physical inventory, bar coding, database entry, and maintenance. We also purchase obsolete equipment inventories and provide removal and disposal services.

SPECIAL IT PROJECTS

ISS staff can perform various other special IT project work functions to satisfy your needs.

Dispatch

ISS has a Central Dispatch Center that is staffed (24) twenty four hours per day, (7) seven days per week. Service activity is handled & tracked through this center, with customer access via toll-free 800 lines. All service can be coordinated through the dispatch center and tracked via our ATS software. The customer always has the option to modify dispatch processes and utilize their own tracking system if desired.

Support Specialists

ISS utilizes highly experienced Technical Support and Help Desk professionals in order to be a better Information Technology partner. These people bring with them many years of IT employment and superior technical skills, as well as firsthand experience in the transition of Information Technology support from in-house groups to outside vendors.

ISS's close relationships with OEM's, and with third-party parts, equipment, and service providers, gives us the technical backing and support of these allied industries. The benefits include notification of Engineering Changes (EC's), technical bulletins, upgrade announcements, technical support, and parts provisions, all of which help us provide the very best in technical service to our clients.

Effective parts/equipment sourcing combined with predictive information on equipment performance, which our database can provide, puts a sharper edge on our competitive offerings.

Warranty Services and Certification

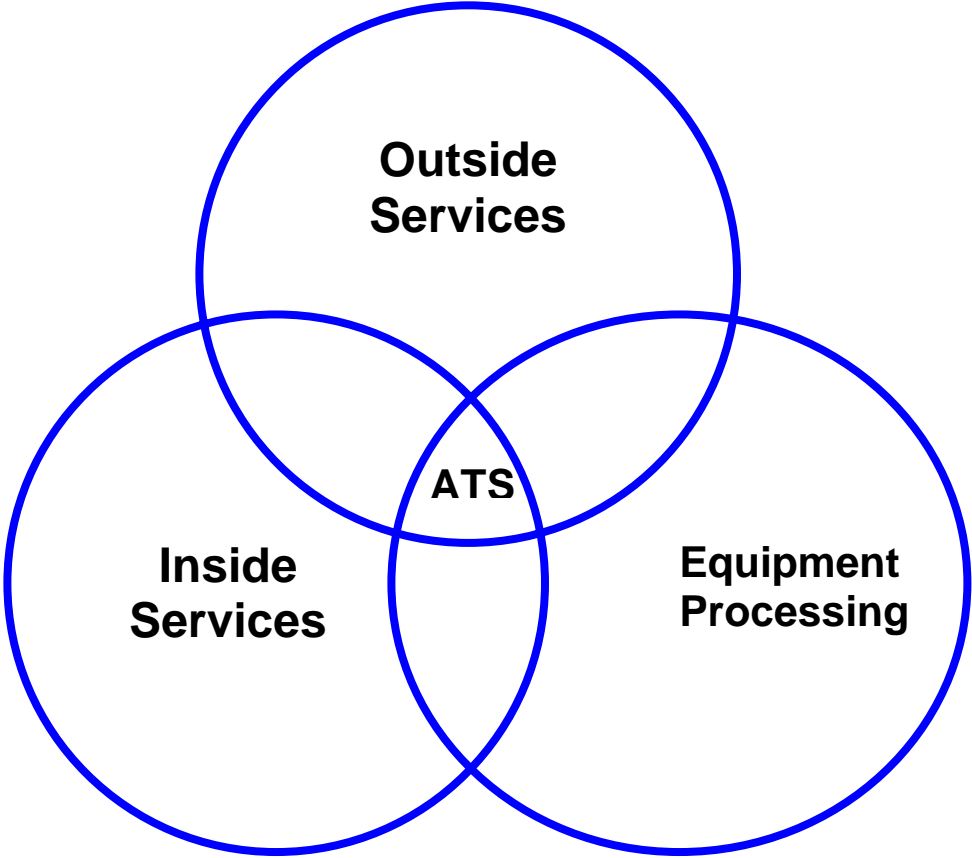
ISS can perform warranty maintenance services on the customer's installed equipment base, providing the customer with a single source solution for all their hardware maintenance needs. ISS is certified by many major OEM's such as Apple, Compaq, Dell, HP, IBM, Micron and Xerox. We also maintain relationships with many dealers and distributors throughout the United States who assist us in processing warranty claims for a variety of other OEMs. This gives us the technical backing and support of the OEM's, and also means that we can perform on-site work for equipment under warranty, resulting in a significant savings in time and money for our customers. Parts can be expedited and shipped overnight directly to the site in need. All warranty services will be coordinated and processed by ISS staff. The customer will need only to provide proof of purchase on equipment. We are aggressively expanding our certification programs in 2005. This gives our customers the convenience of a single point of contact for all services, and a sole source of responsibility ensuring completion of all work to the customer's satisfaction.

Parts Logistics

The parts Logistics department manages equipment, parts acquisition and distribution. Key to our success is our carefully cultivated network of relationships with computer parts vendors. We have direct lines into OEM's such as Apple, AST, Compaq, Dell, Ericsson, Hewlett Packard, IBM, Micron and Xerox as well as to Computer Resources and other national parts brokers across the United States and Canada. We have access to an enormous log of equipment available to us by overnight delivery which, combined with our own large inventory of spares, enables us to keep systems running and customers satisfied. Our Service Depot can perform repair on equipment from Apple, AST, Compaq, DEC, Dell, Epson, Ericsson, Hewlett Packard, IBM, Micron, ITT, NEC, and Telex.

Computer-based Management

ISS's Automatic Tracking System (ATS) can monitor and report on the status of all business activity, from field service calls and call resolutions to in-house repair and equipment manufacturing/remanufacturing assignments.



Administrative and Logistics Activity Controls

Each repair or service call, opened or closed, requires completion and review of certain administrative documents by both the technician and the ISS customer. The purpose of these control mechanisms is to provide a written record of maintenance activity that can be reviewed by management and discussed in detail at monthly customer meetings.

ISS logistic activity at any of its warehouses, spare parts storage locations, or on-site maintenance centers is tightly controlled via a series of administrative processes and documents, data base reports and equipment forms. ISS maintains visibility of critical activities such as vendor repair of computer equipment; in-house repairs; repeat equipment repairs, whether in-house or on-site; the receipt or issue of incorrect or defective spare parts, and the failure rate of whole units and spare parts.

Data and information derived from these activities are used to determine equipment and spare parts stock levels; procurement decisions for whole units, spare parts, and repair test equipment; and “sourcing” decisions for equipment repair work and purchasing activities.

Inventory Control - Parts Logistics

ISS's Automatic Tracking System has the capability to set up multiple warehouses to maintain parts locations, to store parts, to assign part numbers, to show quantities of parts, and to set part sparing levels. ATS utilizes a part numbering system, which sorts alphabetically and numerically by manufacturer, commodity code, equipment type and model. This is a very effective tool for controlling and tracking the placement of spare parts to specific locations, and includes stock replenishment flagging and fulfillment. The system also allows for emergency part orders, inventory inquiries, shipping and receiving through on-line screen functions and report generation.

Anti-Virus Procedures

ISS maintains strict anti-virus policies for the protection of our customers. Service technicians are required to scan and lock all applications, diagnostic, and other software disks before going out on service calls. ISS acquires and internally distributes software virus updates on a biweekly basis. In addition, our own network is protected by anti-virus software, which traps and eliminates both known and unknown viruses. Viruses' can come from many varied sources so all media installed or used in conjunction with customer equipment is scanned before being placed in service.

Experts agree that there is no absolute security from computer viruses or other forms of malicious code. ISS's vigilant anti-virus procedures ensure minimal risk.

Preventive Maintenance

Everyone would agree that fast, effective computer service saves both time and money. We find that some customers are so focused on quick response that they forget another vitally important point: reducing the frequency of breakdowns saves even more! That is why we make a point to include preventative maintenance at no additional labor charge.

Each time a call is answered by an ISS field engineer, he or she will perform appropriate:

- Diagnostic procedures
- Internal/External cleaning
- Filter Replacement
- Lubrication of moving parts
- Other tasks that increase the dependability and life expectancy of PCs, terminals, and printers.

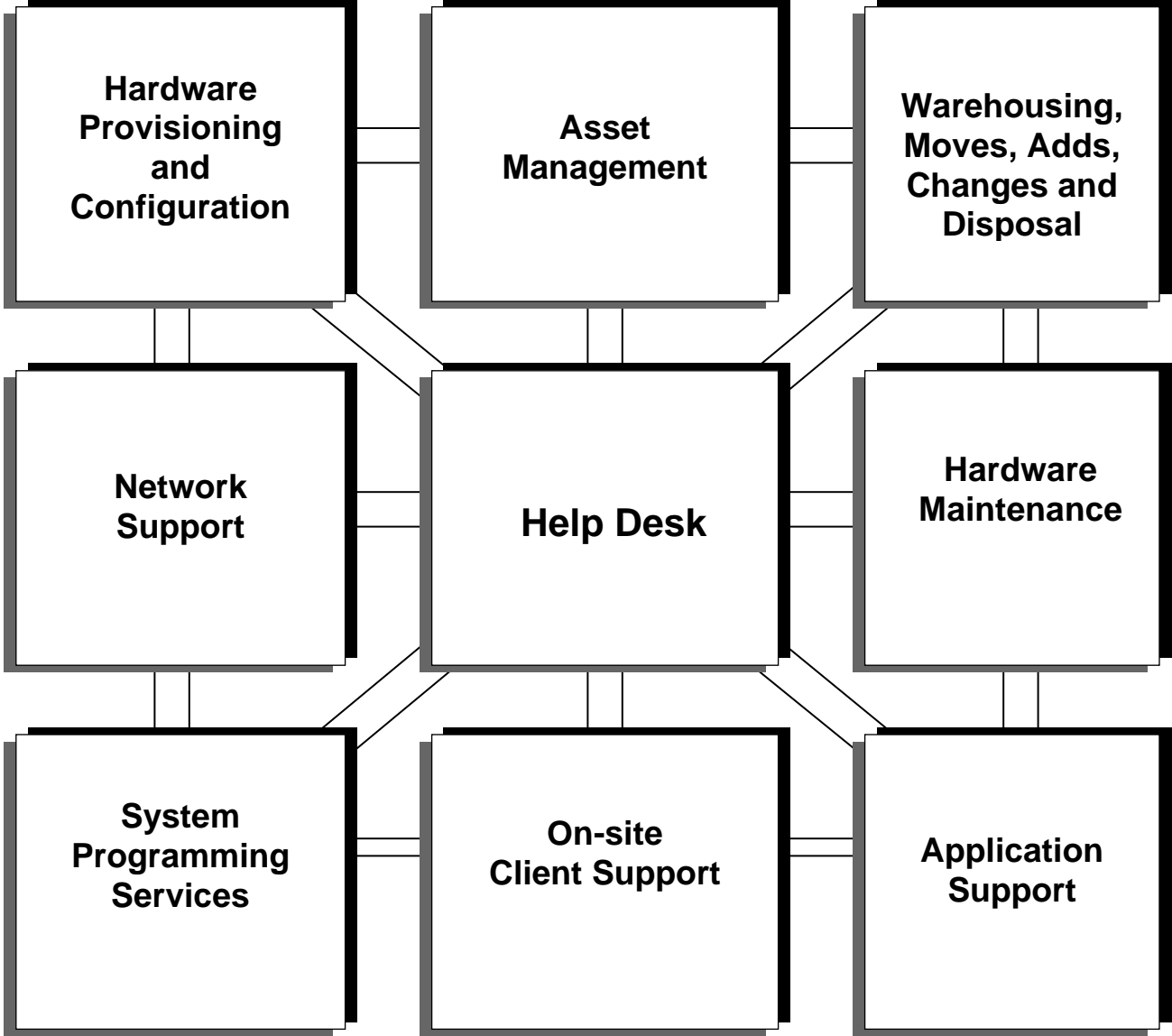
Performance Reports

By querying the ISS Automatic Tracking System, we can provide reports that tell you all you need to know about:

- Open Calls and Call Resolution records
- Activity by month, quarter, or year
- Response time: average and range
- Mean time to effect repair
- Parts usage
- Customized reports with other useful information.

Sample reports are available upon request.

Total Support Infrastructure



A full range of information technology support services are available to you through ISS. We can configure and implement the mix of services to meet the needs of almost any situation. The following sample plan begins with Hardware Maintenance and progresses through Asset Management and Help Desk service to a Total Support Solution.

Total Support Phased Implementation – A Sample Plan

	Service	Date	Description
1	Hardware Maintenance (desk top support)	<i>TBD</i>	Provide on-site hardware support and repair
2	Hardware Maintenance (mainframe environment)	<i>TBD</i>	Hardware support for mainframe peripherals, mini's and other equipment
3	Moves, Adds and Changes (MACs)	<i>TBD</i>	Perform all computer equipment installations, moves and upgrades
4	Inventory Services	<i>TBD</i>	Inventory all computer equipment and create data base to begin tracking warranty periods
5	Level 1 Help Desk Support	<i>TBD</i>	Route your client's support calls to ISS's Help Desk
6	Workstation Software	<i>TBD</i>	Install shrink wrap software and provide workstation support in conjunction with hardware techs.
7	On-site Network (LAN)	<i>TBD</i>	Provide LAN administration and support services
8	Level 2 Help Desk Support	<i>TBD</i>	Provide experienced support analysts to begin total Help Desk support
9	Onsite Client Support	<i>TBD</i>	ISS will supply Client Support Analysts to support the client community (hands-on, site visits)
10	Network Design & Installation	<i>TBD</i>	LAN/WAN design and installation, including wiring & cabling services.

All dates and progress steps are set according to customer need

ISS Customer Relationships

Our past and ongoing service relationships are a testament to a **proven service delivery system** and to our **commitment to customer satisfaction**.

New York City Transit Authority

New York City Health and Hospitals Corporation

Metropolitan Hospital

Lincoln Hospital

Harlem Hospital

Jacobi Medical Center

Bellevue

Queens

Elmhurst

Allegheny Power Service Corporation

Pennsylvania Blue Shield/Highmark

Blue Cross & Blue Shield of New Jersey

Independence Blue Cross of Philadelphia

City of Philadelphia

Philadelphia Convention & Visitors Bureau

Philadelphia Criminal Justice Center

SEPTA

Commonwealth of Pennsylvania

Community College of Philadelphia

Consolidated Edison of New York

Dade International

Dupont

GSK/Smith Kline Beecham

US Department of Agriculture -National Finance Center

University of Medicine & Dentistry of NJ

Hershey Medical Center

Main Line Health Systems

IBM Global