



About Us:

We are an IT Consulting firm with a dual focus of: Implementation and support of secure & stable systems largely based on Micro Focus (formerly Novell) products, and Documentation (writing policies, procedures, etc), Instructional Design, and Training. We are problem solvers, who enjoy those challenges.

Our Vision:

We see our roles as being team players, by improving the skills of those around us. We enjoy being able to assist in meeting the needs of our clients, and being a part of their extended enterprise. We are there to help, from getting a server back on-line to assisting with effective document writing. Our thinking is not generally constrained by the many boxes in our industries. We will work with you and think outside “the box” as appropriate.

Types of work:

IT Services

- System upgrades and migrations
- Assisting with covering IT staff gaps such as vacation, training, jury duty, etc.
- Preventative maintenance of computer systems and networks
- New systems implementations
- Project management and business analysis
- We typically work with small and medium size business

Documentation, Training and Other needs

- Quick tip documents, intranet content, and other reference materials
- Training documentation
- Custom training of staff
- Assisting with documenting policies, procedures, guidelines, etc.
- Assist with the management duties that you don't have the time to deal with

How we can assist you in meeting your business needs:

- Do you need someone to assist with some of those management tasks that are keeping you too busy. You don't have enough to keep someone busy full time or don't require someone on a set schedule. Why not think of setting up something with us.
- Have you thought about the continuity of your data, not just after a disaster but even after that hostageware or simple human error?
- Are you being overwhelmed with your system logs?
- Are you just letting logs/reports pile up and not reviewing them? What could you be missing?
- Do you need someone to be that IT Manager type person but don't have a large enough environment to justify a full time position?

If you have answered yes to any of these questions we may be able to assist you:

- Are many of your company policies and/or procedures not documented or out of date?
- Are system crashes/freezes a frequent occurrence?
- Do you have systems that crash at the worst possible time?
- Are your end-users often asking the same questions?
- Are your systems running slow and/or periodically unresponsive?
- Do staff often ask you what you are referring to? Can you explain it in plain language, not tech?
- Are you finding that you can't send/receive e-mail to/from some places (blocked) or e-mail is often delayed?
- Do your end-users complain about non-standard or lack of communications for system down time?
- Are you frequently running out of hard drive (storage) space? And don't know where it is all going?
- Do you have systems that require too much attention?
- Do you require short term IT or trainer staffing replacement (due to: illness, jury duty, training, transitioning. Up to and including IT Management)?
- You are required to train others as part of your role and uncomfortable doing it?
- Would you like some help developing your training skills?
- Are your logs overwhelming you?

Our primary Micro Focus (formerly Novell) areas

GroupWise – email system	Open Enterprise Server – file and print
iPrint – directory independent print management	ZENworks – endpoint management and security
Vibe – collaboration	eDirectory – scalable directory service
Filr – enterprise style “Dropbox”	SUSE – enterprise Linux distro

Handout Material

