



## Services Overview

In its Core Managed Service Solution, CSG combined the most essential and effective services the company has been providing over the years, as individual services. CSG is a full service IT support company and continues to provide many technology services on an individual basis depending on our client's needs. These services are provided in any combination to fulfill our clients complete IT outsourcing requirements or as individually selectable services.

CSG welcomes inquiries for such individual services on a project basis, contractual or at hoc basis as to complement an existing support platform or to address a onetime requirement.

CSG's individual services are perfectly suited for our clients to augment their in-house service expertise with optional services to create a fully encompassing IT service department. that addresses the varied Network configurations and support requirements.

### Consulting Services

Technology has transformed the way corporations do business and slowly but surely small businesses are catching up to the potential benefits it provides by aligning their IT to their business model. This has been mainly due to the advances in technology as well as the continued reduction of implementation costs. Internet and globalization have further empowered small businesses through to increase marketing exposure and widen their geographical footprint.

Although IT Technology is not the core business of our clients, aligning available Technology solutions to maximize business goals, efficiencies and practices is always of utmost importance. Information Technology is the singular business tool that allows businesses to differentiate themselves from their competitors. Successful businesses leverage IT for a competitive advantage by enabling IT in their organization as a strategic business enabler instead of a cost center, and taking advantage of the inheriting ability of technology to maximize efficiencies.

By partnering with CSG, your management team can take advantage of our multi decade experience in Information Technology business alignment methodologies, infrastructure planning and implementation.

### Infrastructure assessment

Experience has shown that most small business IT infrastructures are patchworks of changes and add-ons that have occurred over time without the overall system and business in mind. This eventually leads to costly bottlenecks, incompatibilities and inefficiencies that affect system performance and security. It is seldom that IT infrastructures such as described above align themselves with the business model, which should be the core purpose of any IT infrastructure.

Our assessment is to describe the existing infrastructure in a clear and concise manner, providing documentation with visual layouts. The layers of the Infrastructure are then defined separately as to describe communication, security, hardware, disaster recovery, operating system and application segments amongst others. \*The resulting documentation allows our staff to point out and document any existing issues or potential issues.

The subsequent stage of our assessment is to understand your business and your future business goals. This is accomplished by meeting with your management staff as to gain a thorough understanding of your business overall, departmental needs and requirements.

In our final stage we meet with you to present our findings and suggestions, we provide accompanying documentation as to clearly represent every aspect of our final change proposal. These are categorized by level of importance and or their impact factor, since in our experience it is rare that any overall system is completely obsolete.

**\*The standard used by CSG to assess a client's IT infrastructure is based not solely by its multi-decade experience but also incorporates standards and studies by such companies as Microsoft , Cisco and other CSG industry partners.**



## Infrastructure design & implementation

IT infrastructures that are well-designed can improve a company's service and or product delivery, as well as allowing for the necessary information flow and data processing for all users within a given business. When appropriately implemented, an IT infrastructure becomes any company's core business tool that addresses in a 360° fashion all the collaboration, data processing and data management requirements among people both inside and outside your organization – your employees and customers alike.

CSG offers IT infrastructure implementation services. Whether your company requires a new IT infrastructure, migration, or upgrading, our certified IT professionals can help.

### Infrastructure Design & Implementation Methodology

Our extensive experience in the implementation of Network Infrastructures has helped us to develop systems and a methodologies that are being used throughout all our projects. These in-house developed methods provide our IT professionals with the necessary guidelines, tools, information and testing resources needed to ensure that projects are managed effectively and completed in a timely manner to meet our clients' needs and expectations.

CSG's IT professionals retain more 25 years of experience developing and implementing IT infrastructure solutions, our experience includes but is not limited to the following areas:

- Design and implementation plans
- Active Directory Domain Services (AD DS)
- Enterprise security solutions
- Citrix & Microsoft Virtualization
- CISCO security, switches and router appliances
- Microsoft Exchange Server 2003 through 2010
- Windows Server System

Throughout our multi decade experience, CSG has designed implemented and migrated numerous network systems. Every project is thoroughly documented and is performed by certified professionals.

## Onsite/Remote support & maintenance

CSG's support offerings are diverse and offer cost effective solutions to address our clients support needs. By combining our support offerings into custom defined customer solutions, CSG is able to reduce the total Network Maintenance cost of our clients.

Depending on specific needs and available in-house expertise, clients can take advantage of our various offerings to either supplement existing in-house support or entirely outsource their Network support needs.

Our Managed Network Solution platform is at the core of our Network support model. This cost effective solution provides our clients with 24/7/365 Network status and up to date Server patching. The platform also allows our team of technicians to proactively address most (or notify in-house expert's) imminent failures of numerous hardware, system software, security and communication failures. In addition to the routine daily maintenance by our experts, this service solution not only pays for itself literally but provides a peace of mind to our clients.

This system allows CSG technicians to perform most services remotely at a significantly reduced cost and simultaneously at a drastically reduced response time. This is due to the inheriting fact that issues addressed in time require less time to address as these issues or potential issues have not had significant impact on the overall network system if proactively addressed.

Issues that cannot be addressed remotely cause automatic escalation to our field personnel as to address potential or actual failures on-site.

Network support & maintenance offerings:



- Network Monitoring
- Remote Daily Network maintenance
- Remote / On Site Network hardware/system maintenance
- Remote / On Site Network administration
- Remote / On Site Network support

All our solutions can be combined based on client needs and are provided without the necessity of lengthy contract agreements.

## Onsite/Remote end-user support

Providing quality help desk solutions to our clients is part of our Managed Services Solution offering. CSG renders prompt and expert support for the IT challenges your end-users encounter. CSG provides help desk services remotely via remote access or on-site when more complex encountered issues or client requirements dictate having a technical expert present.

CSG's technical support staff is experienced in providing onsite and remote help desk solutions that enable our customers to cost-effectively support their end users community, achieving higher levels of customer satisfaction without sacrificing productivity. CSG provides Level 1, 2 and 3 support services enabling us to support all your IT support needs.

Onsite/Remote end-user support is a cost effective option of our Managed Services Solution and solely available to our Managed Services Solution clients.

## Security services

CSG offers a wide range of security services to small and medium organizations. Our security services provide protection across the network, critical internal assets, data, remote users, customers and partners as well as safeguarding the perimeter. This means protecting your information and systems from unauthorized access, use, disclosure, disruption, modification, perusal, inspection, recording or destruction. Our customers require a wide range of services to meet their needs. They maybe look to CSG to simply backup their existing security staff, monitoring some devices, alerting if necessary to fully and actively manage all of their security environment: configuration, deployment and response.

CSG managed security services include:

- **Security and Risk Consulting** - Expertise, processes and services to help you improve security, comply with regulations and manage risk.
- **Vulnerability Management** - Internal and external vulnerability scanning managed by security experts to identify and remediate exposures.
- **Managed IPS / IDS** - Full lifecycle management and 24x7 monitoring of network Intrusion Prevention or Detection Systems.
- **Firewall Management** - Full lifecycle management and 24x7 monitoring of Firewall appliances.
- **Wireless Security Management** - Using both wireless network sniffing and onsite physical inspection to identify the wireless access points broadcasting from within the organization's offices and determine the security of the devices.
- **Security Patch management** - Managing and installing security patches and hot fixes on operating systems and security devices to prevent vulnerabilities on your network.
- **Log Monitoring** - 24x7 real-time analysis of logs and alerts from security devices, network infrastructure, servers and other key assets by certified security experts.
- **Email Security Service** - Protection against inbound and outbound email threats, spam filtering, archival and policy-based encryption.
- **Web Security Service** - URL filtering, Web content filtering and Web policy enforcement to protect against inbound and outbound Web-borne threats.



CSG will help you evaluate your existing security practices against your business requirements and objectives. Our security specialists will address your individual needs to provide the solutions that best match your business goals. Our relation with you will be a never ending process of ongoing training, assessment, protection, monitoring & detection, incident response & repair, documentation, and review.

## Remote work & access solutions

Companies require considering the "do more with less" approach in addressing their business requirements, staff is increasingly taking on additional responsibilities. Often it is required by employees to work on the company's systems from home, diverse locations or diverse time zones.

Companies realize various savings while maintaining and more efficiently addressing their business needs. Office space expenditure savings is one financial benefit but depending on the particular business model and goal the savings and considerations for remote work & access solutions can be much more significant than that singular consideration.

- Centrally controlled and managed remote office(s)
- Geographically dispersed workforce.
- Reduction of satellite offices Network infrastructures.
- Quality of Work-Life balance and flexible work scheduling.
- Non location specific Network infrastructures.

Call us. Our Account Manager and specialists are ready to assist you with your consideration of this solution and our initial consultation is free. In this preliminary meeting and assessment of your current business and future business goal, our experts are able to determine if leveraging this technology is the right solution for your IT environment.

## Back-up & business recovery

IT Technology has become an integral, essential and resource to most businesses. We have become used to turning on our PC's in the morning and expect to have access to all our applications and information day after day, just as turning on the light or using coffeemaker.

Unlike these, our PC's are managed and supported by a complex underlying IT infrastructure. As managers we rarely consider how vastly dependent our business is on this singular resource and even less do we consider what impact a failure of our IT infrastructure might have on our business, the impetus to start planning for such failure often comes after the company has experienced an adverse event, or has seen the effect an adverse event has had on others.

Depending on business needs, proactive steps to safe guard your IT infrastructure are usually simply implemented and managed but they do require planning and proactive implementation.

CSG can partner with your management team to address various solution based on your individual business needs to address the IT infrastructure area of your Business Continuity Plan. Depending on the type of business requirements a business continuity plan can be as simple as implementing a robust redundant backup solution to having a remotely accessible virtual environment of your internal IT infrastructure.

### CSG Business Continuity Solutions

- Managed On-Site / Remote backup
- Managed On-Site / Remote System Imaging
- Server Virtualization
- Remote Infrastructure Virtualization



## Virtualization

By taking advantage of the latest buzzword in the corporate IT world, small to medium sized businesses are now able, in most cases, to reduce their multiple Server Network to a single Server. This addresses not solely the hardware investment but future upgrade costs, maintenance and management cost as well as disaster recovery costs.

At CSG we believe that far too often, small to medium sized companies do not take advantage of the research and investments large corporations make to reduce their investment and management costs of their IT infrastructures.

CSG is able to provide you with a comprehensive assessment of your current infrastructure to help you determine whether or not virtualization is right for you. CSG accomplishes this through the use of a “**Virtualization Readiness Assessment**”. This assessment is designed to enable an effective way to evaluate the impact of a virtual infrastructure within your current infrastructure and to highlight the benefits of virtualization.

CSG is a certified VMware, Citrix, Cisco and Microsoft partner, the same virtualization solution providers used by fortune 500 companies today.

## VOIP services & solutions

VoIP, also known as "Voice Over IP," allows you to utilize your current internet connection for telephone conversations. Everybody is talking about VoIP being the wave of the future in telecommunications, but what are some of its advantages? Why do we need to switch if we are happy with our traditional phone services?

There are many advantages to switching to VoIP, but for now here are the top 3:

- **Cost savings** - VoIP provides a significant cost savings over traditional telephone service. This is particularly true in the area of long distance and basic rates. VoIP providers do not have the overhead costs of maintaining large networks and in turn can pass this savings on to you.
- **Available features** - Because of the fact that VoIP is a digital technology, the feature set is extensive when compared to traditional telephone service. Some of the available VoIP features do not even exist in the traditional market, while others are greatly enhanced.
- **Mobility** - Most VoIP providers allow users to take their VoIP service with them anywhere in the world. With high-speed Internet and a VoIP phone adapter, callers can place and accept VoIP calls from any location, at any time, at no additional charge.

One important step into adopting VoIP is to choose the right VoIP service Provider. Our role at CSG is to work with you and assess your current and future needs, the way you communicate, and most importantly your current phone plan and features. With our extensive expertise in VoIP technology and working with a wide range of our VoIP partners, we will be able to assess your needs, help find the right technology, choose the right provider, and implement the test staging as well as maintain the infrastructure.