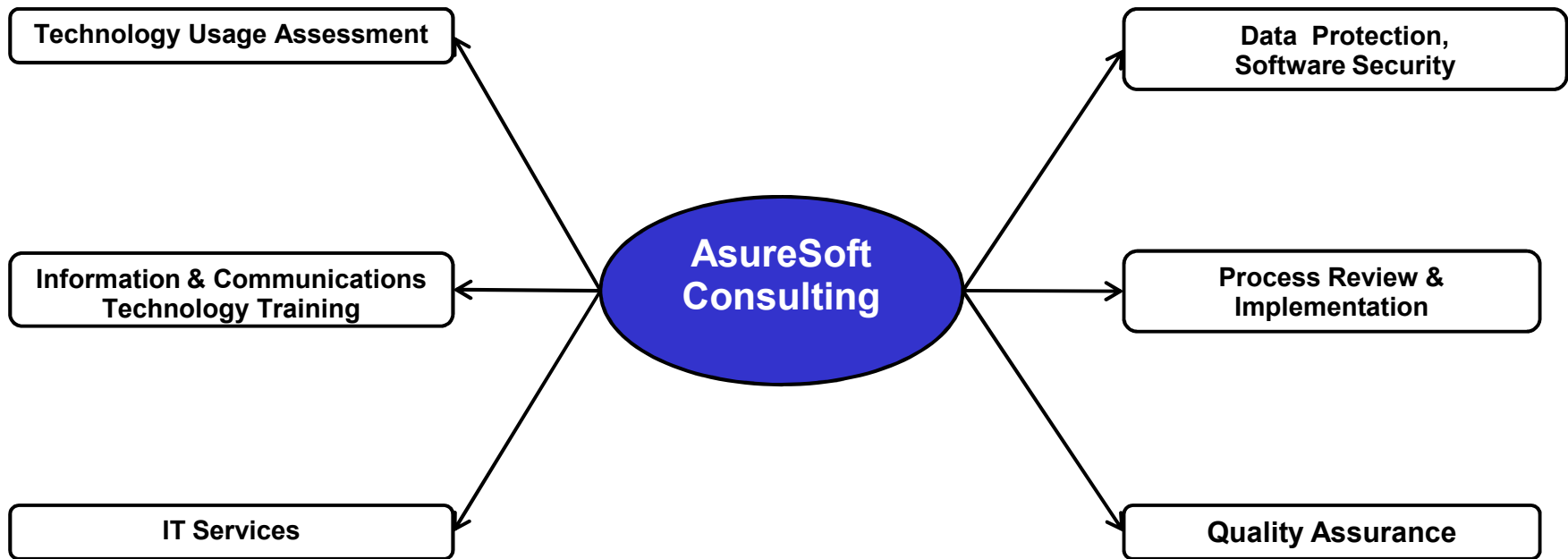


AsureSoft Consulting

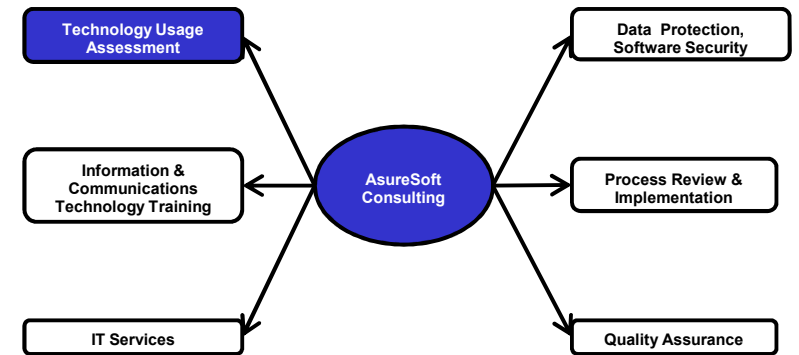
*Assuring your Information Technology
Environment*

SME Support -

Reducing costs through improved IT services, IT usage, IT security, Processes and Quality.

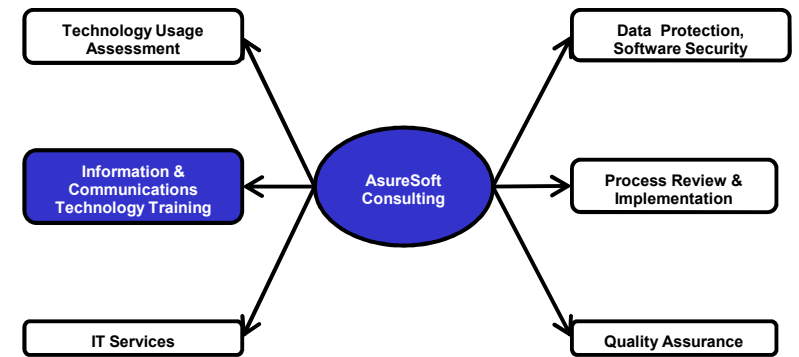


Technology Usage Assessment -



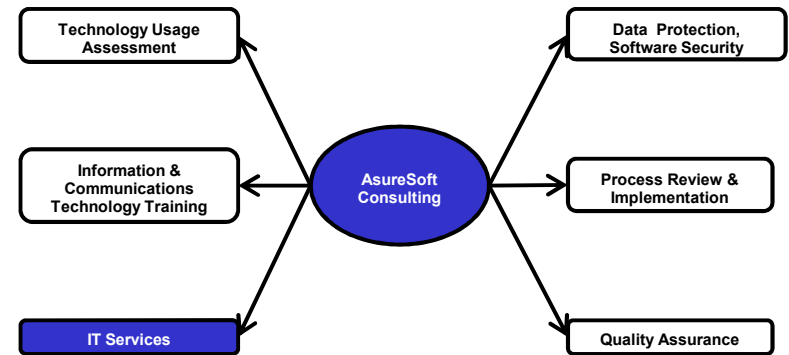
- **Survey of current technology usage covering –**
 - **Business planning, people –**
 - IT resources in place to match business plan, IT skills and training in place.
 - **Existing technology usage, security & maintenance, internal processes -**
 - Effective IT resources, use of IT productivity technology.
 - **Supply, purchasing, marketing, sales, internet marketing -**
 - Use of technology to promote products, technology to manage customer relationships.
 - **Diagnostic score provided –**
 - Score of 1 - 5 , quantifying compliance.
- **SWOT –**
 - Identify and detail strengths, weaknesses, opportunities & threats.
- **Plan for improvement –**
 - Focus on the weaknesses and threats.
 - Plan the action and timeframe.
 - Targeted outcome.
 - Investment required.
 - Implementation responsibility.
 - Criteria for success.

Information & Communication Technology Training -



- **Training Overview –**
 - **Information & Communication Infrastructure overview –**
 - Systems, servers, workstations, external connectivity.
 - **Office productivity tools -**
 - Microsoft suite, i.e. *Word, Excel, Power Point*, etc.
 - Open Source productivity tools, e.g. Open Office.
 - Web based productivity tools.
 - **Communication -**
 - Customer Relationship Management, Voice over the Internet (VoIP), Mobile access, Wireless, SMS, Chat.
 - **External Access –**
 - World Wide Web, Research Tools, Google, Wikipedia.
 - **Management –**
 - System Administration, Security, Backup.
- **Audience –**
 - General business users, system administrators, technology planners, decision makers.
- **Format –**
 - ½ day general over view on each topic.
 - 3 day detailed overview addressing all topics.
 - Customised training per customer requirements.

IT Services -



- **General IT Services –**

- **System Maintenance –**

- Application maintenance, problem support, system administration, & backup support.

- **S/W installation -**

- System setup, application installation, application configuration & application integration..

- **Application package research, implementation –**

- Application package research, requirements conformance analysis & IT contract support.

- **Web design Services –**

- **Static Web site design & implementation.**

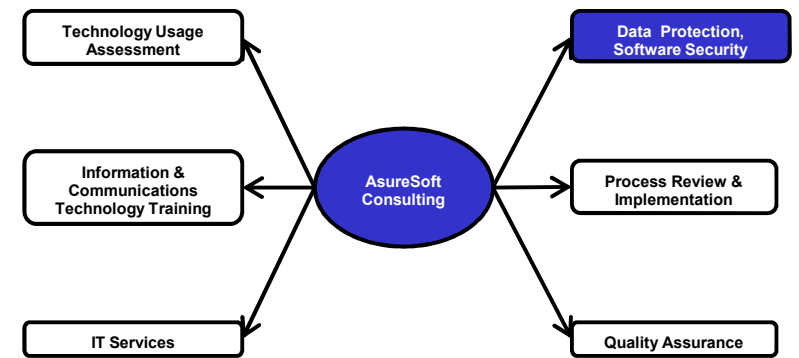
- **E-Shop Web site design and implementation.**

- **Web site hosting support.**

- **Integration of Web access into organisational practices.**

- Supply, purchasing, marketing, sales, internet marketing.
- Use of technology to promote products, technology to manage customer relationships.

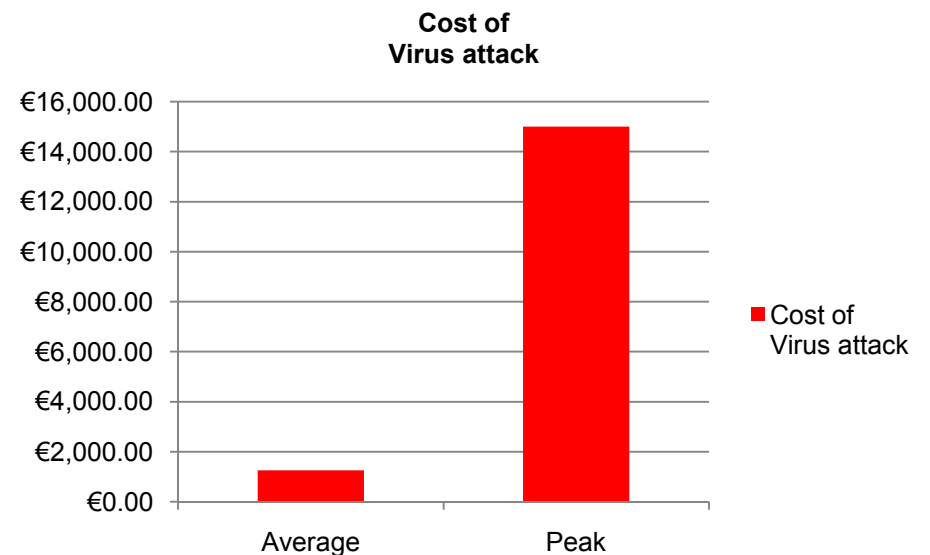
Data Protection, Software Security -



- **What is Data Protection, Software Security –**
 - Establish and maintain the integrity of the S/W and Data that is vital to the organisation.
- **Information Technology (IT) environment –**
 - Machines are not 100% reliable, i.e. they will break down.
 - The computing environment is inherently hostile, e.g. the WEB.
 - There are significant costs associated with loss of artefacts.
- **Key elements of S/W Security/Data protection –**
 - Activity planning.
 - Identification of artefacts to be controlled.
 - Controlling changes.
 - Establishing stakeholders.
 - Keeping stakeholders informed.
- **Implementing Data Protection S/W Security –**
 - Tools required.
 - Resources required, e.g. offsite storage of information.
 - Timing.
 - Establishing/enforcing policies.
 - Recovery in the event of compromise.
 - Audit of current practices.

Impacts of Data loss on SMEs -

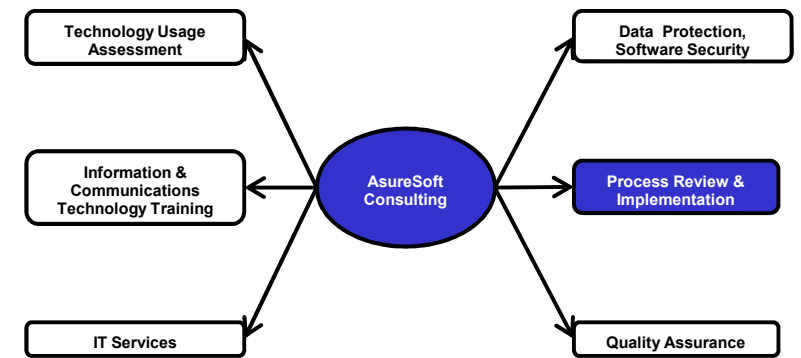
- **“A disaster will never happen to me” –**
 - Not natural disaster or terrorism.
 - What about - hardware problems, human error, S/W error, virus attacks.
- **Some Figures –**
 - In '05, it was estimated that there were approx. 150,000 virus attacks, with 1 major attack per month, impacts on banks, airlines, with costs running to billions.
 - **U.K. analysis**
 - 70 % of SMEs that suffered a virus attack, lost money and suffered system down time.
 - Average financial loss per company was €1,250 (£845) .
 - 1 in 50 reported spending €15,000 (£10,000) to recover from a virus attack.
 - **Human error, S/W error and H/W failure can cost similar amounts.**
 - **Post loss data recovery can take weeks.**
 - **60% of SMEs only do local backup,** (Ref. Gartner Research).
 - **34% of SMEs do not test their backups,** (Ref. Storage Magazine).
 - **Of those that do, 70% found that restore failures had occurred,** (Ref. Storage Magazine).



Does your environment need security protection?

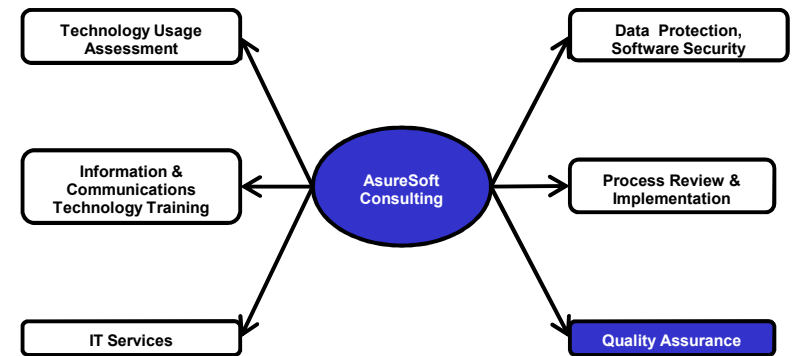
Process Review & Implementation-

- **What is a S/W process –**
 - Moving from the unknown, to the know, to the controlled.
- **Organisational Capability –**
 - Initial, Repeatable, Defined, Managed, Optimised.
 - Impacts on costs.
- **Key processes at each maturity level –**
 - What they are?
 - What are the key goals of the process?
 - What are the features of the process requiring implementation in an organisation?
 - What are the key activities and infrastructures required to implement each process?
- **Simple organisational control metrics –**
 - Understanding & controlling the process.
 - Understanding & reducing costs.

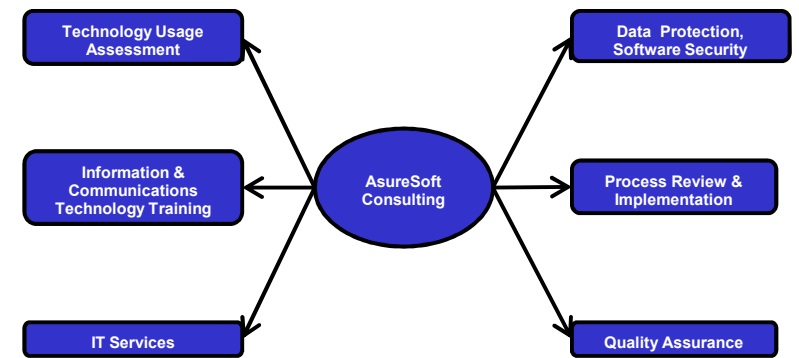


Quality Assurance -

- **What is Quality Assurance –**
 - Purpose of a Quality Assurance Policy.
 - Organisational impacts.
 - Costs Impacts.
- **Quality Assurance Elements –**
 - Organisational elements.
 - Project elements.
- **Quality Assurance Planning –**
 - Plan definition, Goals.
 - Phases, Reviews.
 - Organisational impacts.
 - Impacts on costs.
- **Managing 3rd party supplier –**
 - What are the key elements.
 - Service level agreements.
 - Integration into the project and organisation.
- **Quality measurements/metrics –**
 - Metrics definition, i.e. the vital few.
 - Deliverable metrics, problem metrics, functional capability metrics, coverage metrics.
 - Cost savings associated with quality assurance.



Benefits of using AsureSoft -



- **31 years experience in the software industry –**
 - All of which were in major blue-chip companies, e.g. Motorola.
 - 18 years involved in Software used to support communications systems.
- **Covered all areas of product development from requirements definition, design, development and deployment.**
- **Significant knowledge of state of the art technologies, both in IT and communications.**
- **Significant national and international customer relationship development, ranging from the Americas, Europe & Asia –**
 - Includes both large and small organisations.
- **Independent, objective, focused support tailored to meet your company needs in an evolving business environment.**

Benefiting Organisations -

- **General SMEs -**
 - Retail.
 - Professional Services – Accounting, Legal, Medical, Education.
 - Welfare services.
 - Tourism.
 - Farming, fishing.
- **Manufacturing –**
 - Pharma.
 - Agriculture,
 - Food.
 - Medical Devices
 - General manufacturing

