

## Business Consulting



### Grow Revenue

- Sales strategy / process
- Sales team development
- Executive sales management development
- Marketing / branding / PR strategies
- Executive staffing services

### Align Technology

- IT assessment
- IT/business alignment
- IT vision, strategy & organization planning
- Telecom billing audits, contract negotiations, expense analysis, management budgeting
- Executive staffing services

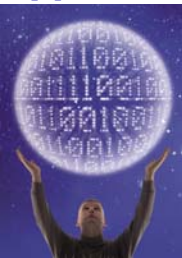
### Manage Risk

- Business continuity planning
- Business impact / risk analysis
- Continuity test & exercise
- Hosted continuity services
- Vendor/supplier plan verification
- Compliance filings
- Executive staffing services

### Security/Compliance

- Security assessment: Policies, systems, networks, people, facilities
- Compliance policy, process and procedure development
- IT security management hosted services
- Executive staffing services

## Applications Services



### Consulting

- Applications selection
- Systems design
- Applications documentation
- Vendor selection and contract negotiations

### Systems Integration

- Customer Relationship Management (Microsoft Dynamics CRM)
- Enterprise Project Management (EPM)
- Custom & legacy systems

### Apps Development

- New applications development
- Technology platform conversions
- Program management
- Staffing services

### Managed Applications

- Hosted Microsoft Dynamics Customer Relationship Management (CRM)
- Hosted Enterprise Project Management (EPM)
- Custom & legacy applications

## IT Infrastructure and IT Managed Services



### Tech Consulting

- IPv4 to IPv6 transition
- Vendor selection and contract negotiations
- VoIP readiness assessment
- Network/systems design
- Security assessments and intrusion detection
- Telecom/datacom audit

### Systems Integration

- Network design and implementation
- Microsoft Active Directory and Exchange
- Storage area networking
- Project Management
- Staffing services

### Data/Contact Center

- Planning
- Optimization
- Relocation
- Technology selection
- Project Management
- Staffing services

### Managed Applications

- Managed servers
- Managed desktops
- Help-desk services
- E-mail with spam and virus filtering
- Offsite data backup
- Network and systems management services

## Telecommunications



### Cable/Video/IPTV

- Triple play services, migration
- CATV services including HFC networks, IP-based VDSL, ATM-based ADSL, hi-def, Video-on-Demand
- Cable properties acquisitions & upgrading

### Engineering Services

- Next-gen. network architecture, planning, design, optimization
- Network engineering including FTTP, softswitch evaluation, system integration
- Outside plant services
- RUS loan design/capital sources

### Business Compliance

- State and national regulatory services
- Regulatory strategy development and advocacy
- Interconnection agreements

### Provisioning Services

- CLEC, ILEC, wireless and long-distance projects
- Code acquisition, administration and implementation services
- SS7 / LNP / ASR / AOCN coordination

### VoIP Services

- VoIP services: Long distance, packet cable, virtual loop, wireless local loop, enterprise network
- Vendor selection and contract negotiations

### Financial Services

- Property acquisition/divestiture
- Strategic business assessment
- Financial modeling and feasibility studies
- Prepare Toll Cost & USF studies

### Wireless Services

- RF engineering
- Transport and interconnection
- LEC and facility agreement assistance

### Business Strategy

- Strategic assessment
- Competitive and critical issues analysis
- Facilitated board planning retreats/sessions



### Marketing Services

- Market research/analysis
- Marketing strategies
- New products / launch
- Newsletter services

### Commercial Operations

- Pricing / billing / workflow / staff training
- HR & organization assessments
- Staff structure /compensation / incentives
- CSR certification training

### Staffing Services

- Executive to technical
- Contract employees
- Project management team
- Covers all industries: telco, energy, financial services, etc.

### Assn. Management

- Finance/accounting/regulatory representation
- Meetings/events (registration, marketing, programs). Full service or selective projects.