



SYSTEMS MANAGEMENT ENTERPRISES

IT Consulting

Day in and day out, your business relies on your IT infrastructure - with no room for compromise. IT is what enables you to communicate, collaborate, and compete successfully in today's global marketplace - and that is why it must be extremely adaptive, widely scalable, and highly secure.

Systems Management Enterprises, Inc. teams with you to plan, design, implement, manage, and support a responsive infrastructure that is as flexible as it is strong. We have the proven capabilities to help you:

- **Architect your technology infrastructure**
- **Extend your networking and wireless capabilities**
- **Integrate new and existing systems**
- **Optimize your storage environment**
- **Enhance availability and security**

We can help you leverage technology to:

- **Market your services**
- **Build customer loyalty**
- **Boost revenues**
- **Increase productivity and profitability**
- **Contain operational costs**

Staff Augmentation

In addition to our consulting services, we also offer the "**SME Tech**" service which provides staff augmentation on a project or ongoing basis.

The "**SME Tech**" is a service that provides a dedicated engineer to support your office on-site, with supplemental phone support. This service gives your business the security of having both computer and network support as well as limiting overhead by not having to keep a full-time engineer on staff.

SME provides consulting services in many technical areas. Please contact us if you have a need that is not listed.

With the "**SME Tech**" service, an engineer shows up at your office anywhere from once a month to multiple times a week, depending on your needs. While on site the engineer will devote time to any of the following areas:

- **Fix computer problems remotely or on-site**
- **Fix network problems remotely or on-site**
- **Provide one-on-one or group training**
- **Provide assistance with your office applications**
- **Assist your company in the purchasing of new equipment by offering advice that is tailored to the needs of your company**

Finally, your company will be provided a support phone number to call whenever problems arise.



SYSTEMS MANAGEMENT ENTERPRISES

Network Consulting

Your company faces the challenge of maximizing your return on investment in network infrastructure. This goal is realized through continual evaluation of how to best leverage existing resources to meet your specific business needs.

Systems Management Enterprises, Inc. offers consultation on networking and state-of-the-art technologies, including wireless, IP telephony and QOS, as well as network architectures, protocols, products and tools. We will define your network requirements, develop strategy, and establish network support.

Leveraging more than 15 years of networking experience, SME offers:

- **Network consulting, design and operations management capabilities**
- **Certified networking engineers with proven network hardware and software experience**
- **Strong alliances with industry-leading partners such as Cisco to provide state-of-the-art network designs**

Network Design (Wired & Wireless)

SME Network Design Services provides one-stop shopping for a total network design solution. We offer consulting expertise and support for:

- **Logical Network Design that incorporates all network nodes - servers, clients and network infrastructure**
- **Network Management System Design for hardware and software components**
- **Network Security Design to protect LAN and WAN environments**
- **Common Carrier Specifications recommending types of communications lines, protocols, transmission speeds and connection points**

Network Assessment

SME Network Assessment Services will:

- **Improve quality of service for users**
- **Simplify the deployment of new applications**
- **Lower lifecycle costs and increase return on investments**
- **Gain a competitive advantage from your network assets**

SME consultants will develop an architecture plan that can guide all your future network design and implementation work. Through this service, SME will:

- **Perform a site survey and audit that includes accurate network maps and an inventory of devices, protocols, applications, and services in use**
- **Determine the effectiveness of your current infrastructure**
- **Develop detailed recommendations for maximizing your return on investment**



SYSTEMS MANAGEMENT ENTERPRISES

Security Consulting

(Security Consulting Categories Cont.)

Over time hackers become more resourceful and advances in technology bring more uncertainty. Thus, your software applications and networks are increasingly at risk to misuse and exploitation. In order to counter this threat, you will need to engage in a continual process of discovery and analysis of your network's vulnerabilities.

Systems Management Enterprises, Inc. Security Consulting provides comprehensive vulnerability and risk assessment of the key components of your critical systems infrastructure.

Our security professional consults with your IT team to identify the configurations and systems to be assessed, then scans and analyzes them to uncover security weaknesses. A detailed report of the results and analysis will contain a follow-up action plan to address all security vulnerabilities.

Security Consulting Categories

Internet Security Audit

This service probes your network much like an intruder would, scanning its devices and servers and their interrelationships at the network layer. You get a thorough assessment of your basic Internet configuration, including:

- **Internet-connected hosts functioning as Internet servers (WWW, FTP, and Mail)**
- **Firewalls controlling traffic between the Internet and your intranet**
- **Firewalls used to segregate network traffic across intranets**
- **Proxy servers**
- **Intranet-connected nodes**

System Security Audit

Focusing on the operating system level of your business-critical servers, this assessment is delivered using a machine-based approach capable of detecting platform security weaknesses that are not visible to network scanning. Your system-specific security risks are identified and prioritized by the following categories:

- **Anti-Virus Audit**
- **Password Audit**
- **System Maintenance Audit**
- **User rights and permissions**

Security Policy Audit

Our Security Policy Audit provides you with an expert examination of your security-related policies, processes, and procedures. Our study focuses on new security concerns introduced by Internet technologies and emerging systems infrastructures. Our service professionals will work with your staff to:

- **Identify the components of your IT environment to be audited**
- **Gather detailed information on your current security condition via questionnaires and/or interviews with your staff**
- **Review and analyze the data gathered**
- **Prepare and deliver your Security Policy**
- **Audit Report**
- **Provide expert recommendations on how to address areas of vulnerability**

The results of the analysis will help you make better, more-informed security decisions, providing a baseline for improving your security policies and giving you a solid foundation on which to base your ongoing security strategy.