

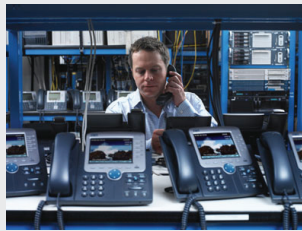
**Are You Getting the Most Out of Your IT Investment?
Are IT Projects on Hold Due to Lack of Resources?
Are Your Employees as Productive as They
Could Be?**

NetGain Professional Services offers an impressive array of Information Technology services designed to help you with virtually any technology need. Whether it's a single project for a department or a sweeping enterprise-wide upgrade that impacts the entire organization, NetGain applies world-class expertise to the task.

Our talented Professional Services experts have backgrounds in a variety of business disciplines and possess a firm knowledge of important business principles and practices. We work first to understand your business, your people and your processes, then we apply our IT expertise to your project.

Proven Methodology

NetGain uses a proven, time-tested methodology to ensure the right personnel, resources, tools and solutions are brought together to make your project succeed.



Assessment—we begin with a thorough assessment of how to use information technology to meet your business goals. During the process, we assess your business processes, network architecture, hardware and software inventory, and your internal technical and functional capabilities.

Planning—from the information collected during the assessment we develop a detailed plan based on expertise, proven solutions, current technologies and industry best practices.

Design—our team details every aspect of the project including application development, integration with existing and future technology, migration of data, system and application architecture, implementation logistics and scheduling, and end user training and support.

Implementation—following your approval of the project design NetGain's systems engineers, solution architects, and project managers begin the work. You are continually updated on the project's progress and apprised of any potential changes in the design or schedule that may occur.

Operations—we work closely with your staff to gain early adoption and ownership of the solution to ensure its success. During the implementation phase, we transfer knowledge to your dedicated staff so that they are knowledgeable and confident supporting the solution for your end users. Staff too small or too busy? NetGain can cost-effectively support all or part of your network; in order to keep your IT running, and free up your time so that you can focus on your business.

Optimization—we use market-leading remote support and system monitoring tools, a 24x7 help desk, a web-based ticketing and reporting system and on-site presence to ensure the network is running at peak performance as a productive and seamless part of your organization. These tools, coupled with feedback from surveys measuring your users' satisfaction, allow us to keep your network optimized for stability, performance and reliability—adding value to your bottom line.

The Complete Solution

From simple one-site networks to complex multi-site WANs with remote users, from twenty users to two thousand, NetGain understands the complexities of successful IT implementation and the ongoing management and optimization required. Our Professional Services are designed to take the risk and frustration out of implementing and managing technology. We can assist you with:



- **Security**
- **Unified Communications**
- **Wireless solutions**
- **Network infrastructure and storage solutions**
- **Managed services**
- **Technology audits**
- **Help desk support**
- **Continuous business data protection planning**
- **Industry specific solutions (government, education, health care, finance)**
- **Inside and outside plant cabling—fiber-optic and copper systems**

NetGain is optimized to deliver world-class IT services to your organization. Partnering with NetGain allows you to improve your focus, reduce and control operating costs, while freeing up internal resources for other important tasks.

If you'd like to see how NetGain Professional Services can help you get the most out of your IT investment, improve employee productivity, or if you have a project in mind, please contact us. We'd love to work with you to optimize your network for your success.