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## **DBTS' Information Technology Services Spring 2009**

- Helpdesk
- IT Outsourcing
- Microsoft Competency in Networking Infrastructure Solutions
- Reseller & Implementation Services

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## Helpdesk Services Overview

DBTS is uniquely qualified to provide IT support desk services to organizations of all sizes. With extensive experience in information technology and, more specifically, service desk solution support, the DBTS team has what it takes to deliver the solution, personnel, and services inherent in top-notch IT Service support. Our clients benefit not only from the experience and talent of our staff, but from the organizational knowledge and experience fostered through a wide variety of information technology services offered since 2000. DBTS offers the following help desk and support services:

Infrastructure Management	Service Desk Support
Helpdesk Staffing	Inventory Management
Asset Management	Desktop Relocation
On-Call Desktop Support	Relocation/Network Administration
Local Area Network Planning, Design, Implementation and Support	Wide Area Network Planning, Design, Implementation and Support

DBTS provides a complete set of integrated services that address the full life-cycle management of IT service requirements. The DBTS Helpdesk model is based on a 3 Tier model which is built to be flexible and can be modified according to your business operations needs. Each of the 3 Tiers may be staffed directly on your site or remotely at DBTS Headquarters.

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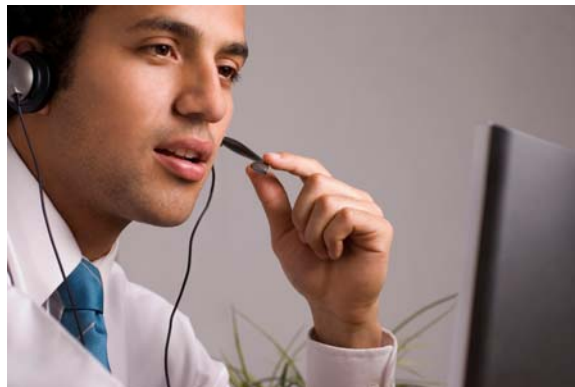
## **IT Outsourcing Overview**

Time spent on tasks that don't directly add value to your mission or product is a cost that could be saved through outsourcing. Making better use of your employee's time and resources adds value not only to your workforce but your bottom line. As in any business, there are services or positions your company needs that aren't necessarily part of your strategic focus and corporate time is wasted finding, interviewing, hiring and then managing these resources. DBTS' IT Staff Outsourcing and Augmentation is the better option. DBTS' IT Staff Outsourcing and Augmentation provides you with seasoned consultants that bring years of experience from a variety of information technology backgrounds. We do the recruiting, interviewing, background checks and ensure a 'good fit' so that you can focus on your business.

### ***IT Outsourcing Allows for Reduced Staffing and Recruiting Costs –***

Experienced companies understand the time and financial commitment associated with the recruitment and hiring of qualified personnel. Utilizing DBTS' services allows clients to focus on what they do best and save time and money while getting the very best resources.

***Increased Flexibility*** – Our clients enjoy the flexibility of utilizing skilled recruiting professionals without the payroll, benefits, human resources, and legal responsibilities inherent in full-time, permanent employment of recruiters. DBTS understands that the effort required in hiring, firing, and performance management can be a time-consuming and burdensome process for clients. We offer our clients the ability to obtain needed professional resources quickly—for just the amount of time that you need them.





## **Microsoft Competency in Networking Infrastructure Solutions**

DBTS and our Microsoft Certified consultants have proven experience and expertise in the design, deployment, and customization of networking infrastructure solutions using Windows Server, Windows Small Business Server (SBS); and other Microsoft-centric solutions.

DBTS provides services and expertise that range from architectural design of network topologies, through implementation of network hardware, software, and appliances. Focusing as a full service provider of networking services, DBTS can consult with your organization to improve performance of your infrastructure in the following areas:

- Cisco Engineering
- Microsoft Engineering
- Business Continuity Planning
- Network Design and Implementation
- Data Center Design and Implementation
- Relocation Planning and Implementation
- Network Performance Audit and Assessment
- Server Consolidation and Virtualization
- Storage Area Networks Design and Implementation

DBTS also provides network administration and support, including proactive network monitoring, scheduled administration, help desk and on-site support. From delivering a quality infrastructure design from initial planning all the way through to implementation and ongoing management and support, DBTS can provide you with the expertise you require to optimize the performance and ongoing support of your network infrastructure.

**Microsoft** | Partner Program

## Reseller & Implementation Services

Through key partnerships with industry leaders, DBTS is able to leverage superior technology products such as Deltek enterprise management software, Dell computer systems and others, to meet corporate goals in the most efficient means possible.

DBTS reseller and consultant partnerships include:



**Contact Us** -To learn more about DBTS Information Technology capabilities contact us anytime via phone or email.

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