

Info Plus International



On Demand

Project Management

Life Cycle

ROI

Information Technology

Network Architecture

VoIP

Infrastructure

Industry Expertise
that Optimizes your IT
and Telecom Environment



infoplus
INTERNATIONAL™

IT and Telecom Consulting Services



"Since 1999, Info Plus International has been our best partner. Their consultants are some of the best in the industry and have proved their value over and over. They have also provided exceptional ongoing management. I recommend them highly."

Bob Rudy, Vice President and CIO, Lam Research Corporation

You Get What You Pay for, Right?

That's a truism we all accept. But in complex IT and network environments, you can end up paying for much more than what you get! Why? Because even in the most cost-conscious organizations, the task of managing assets like cabling, equipment, and voice and data infrastructure can become burdensome, difficult, and—over time—impossible. The result? You pay for circuits, lines and services you don't need or use. And those costs cut right into your bottom line, creating budget constraints that keep you from initiating IT and telecom projects your business does need to stay competitive.

At Info Plus International (IPI), we understand how important it is for your business to thrive—not just survive—in today's changing economy. We identify market drivers and expected ROI to help you build business cases for implementing new technology, upgrades to existing technology, and technology change-outs. We also specialize in helping you optimize your existing network infrastructure and assets so you can recover the resources you need to:

- ◆ Increase customer satisfaction and loyalty.
- ◆ Reduce operating costs and expedite return on investment.
- ◆ Improve existing systems and services to enhance employee productivity.
- ◆ Implement new technologies cost-effectively.

Outsourcing that Extends Your Organization

IPI offers a unique value proposition to our clients: lifecycle consulting services that deliver a complete solution. In addition to writing up our recommendations, we roll up our shirtsleeves. IPI partners with you to define your strategic direction, manage your IT and telecom projects,

ensure a successful implementation, and provide ongoing maintenance services. We effectively become part of your team, bringing our specific skill sets to bear and taking on your headaches and challenges as our own.

IPI can offer this kind of added value because we draw on the industry's best. Our consultants average more than 10 years of IT and telecom experience, combining in-depth knowledge of network architecture with procurement expertise. We know what works and what doesn't, and we give you the benefit of our industry-wide experience. Equally important, IPI has no ties to vendors or service providers, so we offer objective, unbiased opinions about which solutions will prove most cost-effective for your company.

Another benefit of our approach is that IPI serves as a useful liaison between you and your customers. Studies have shown most companies lose from 15% to 35% of their customer base each year—and approximately 69% of these losses are due to poor customer service. IPI knows how to leverage the Internet and technology to help you enhance customer service and gain a competitive advantage.

IPI also acts as an effective liaison between you and your equipment manufacturers and service providers. When negotiating with vendors, our unbiased stance means you get the best equipment and services at the best possible price.

Finally, IPI treats each client and project as unique, with distinct requirements. We conduct a thorough assessment of your current infrastructure and business processes before assigning the right consultants with the right skill sets to work with you. This means you get the technology, processes and people you need to move your business forward.



"IPI takes the time to fully understand each project and then, very effectively, become a seamless part of your organization while working with you. I view IPI as an extension of my resources. They are a capable and reliable business partner."

Marybeth Boyle,
Senior Director, IT Operations, ALZA
Corporation



Network Optimization: Finance Additional Projects *without* Additional Funds

Fostering Long-Term Relationships with Leading Companies

Since 1986, IPI's success is evidenced by our long-term client relationships spanning the High Tech, Healthcare, Manufacturing, Financial, Retail, Biotech, and Defense/Government industries—many of which last for years or even decades.

Cisco Systems, Inc.
Intuit Inc.
Lam Research Corporation
Alza Corporation
E*Trade Group, Inc.
UCSF Medical Center
Cost Plus World Market
DigitalThink, Inc.
InVision Technologies, Inc.
Palm, Inc.
Safeway Inc.
Med-Mart/Pacific Pulmonary Inc.
Charles Schwab & Co., Inc.
Silicon Graphics, Inc.
Autodesk, Inc.
Pixar Animation Studios
AvantGo, Inc.
Granite Construction Inc.
Nortel Networks Limited
Asera, Inc.
Brocade Communications Systems, Inc.
e.Piphany, Inc.
Raychem Corporation
City of Alameda
Esprit International
Gap Inc.
Macy's California, Inc.
Channel 7, ABC, Inc.
Navigant Consulting, Inc.
UCLA Medical Center
Nellcor Puritan Bennett Inc.
Pacific Bell
KLA-Tencor Corporation
Portal Software, Inc.
American Honda Motor Co., Inc.
Mervyn's
Scios Inc.
ESL (TRW)
APL Limited
Sandoz
Bureau of Electricity
Western Temporary Services, Inc.
Affymax, Inc.
East Bay Municipal Utilities



Many IT organizations are hesitating to make much-needed upgrades and change-outs because they lack budget. Industry averages reveal that IT departments now allocate up to 20% of their budgets for network operating expenses alone.

With IPI network optimization services, you can finance additional IT and telecommunications projects without waiting for additional funds to come through. We begin by conducting a thorough network audit that extends beyond tariff-based bill management to encompass the following:

- ◆ Review and renegotiation of all bills and contracts.
- ◆ Inventory of all lines and circuits.
- ◆ Testing and verification of all numbers, lines and services.
- ◆ Development of claims for credits and savings.
- ◆ Verification that all changes and credits have been made correctly.
- ◆ Wide area network engineering and design.
- ◆ Management of bills either on-site or off-site.

Our results speak for themselves: typically IPI clients realize a 20% - 40% savings on their monthly telecommunications expenses. Still not convinced? Let us put our money where our mouth is and share the risk—and rewards—with you. IPI will waive our hourly fees and work on a contingency basis, receiving a percentage of whatever we recover.

IPI network optimization services also examine your overall network “health” through a comprehensive needs assessment. We create business cases that help you cost-justify technology changes. We develop RFPs and vendor matrices so that multiple bids can be compared “apples to apples.” Finally, we provide network engineering and project management services to ensure smooth implementations that stay within budget. These and other IPI network optimization services can offset the cost of our consulting engagement several times over.

Putting the Pieces Together: Build-outs, Change-outs and Move Management

In the IT and telecom worlds, project-managing infrastructure build-outs, change-outs and moves can pose a daunting challenge. Whether you're moving to a new campus, changing out old equipment, or consolidating network data centers, the potential for disaster is there unless you make sure all the pieces—LANs, servers, utilities, networks, operating systems—fit together seamlessly.

At IPI we offer project management services from cabling to cutover—and all the steps in between—as well as ongoing management. Leveraging our industry expertise, we work closely with your technical staff, equipment vendors and service providers to avoid common pitfalls that often delay or derail infrastructure projects. We verify that every piece of equipment, every ordered service, every software application and every aspect of your physical premises is ready to go before cutover. To prevent any last minute surprises, we stay on site with you to ensure your infrastructure project is up and running on the scheduled date. By letting IPI put the pieces together, you gain peace of mind.



IPI Consulting Services

- ◆ Network optimization
 - Bill audit/reconciliation
 - On-site or off-site bill management
- ◆ Engineering, design, optimization, implementation, and integration of:
 - Contact center systems
 - Traditional voice systems
 - Cabling plant design
 - VoIP systems
 - Wireless systems
 - LAN/WAN
- ◆ IT/Telecom strategic planning and project implementation
- ◆ Systems integration
- ◆ Network performance
- ◆ Capacity planning
- ◆ Data center moves
- ◆ Needs assessment analysis
- ◆ Business case, recommendations, and ROI development
- ◆ Infrastructure build-outs/change-outs management
- ◆ Project management
- ◆ Applications development
- ◆ RFI and RFP creation
- ◆ Standards development
- ◆ Policies and procedures documentation
- ◆ Training
- ◆ Security audits
- ◆ Disaster recovery planning
- ◆ Outsource management

Setting Standards for Regulatory Compliance



Every IT and telecom manager understands the importance of establishing clear-cut guidelines for supporting network users and their devices. In addition, some industries, such as financial, insurance, and biomedical fields, must now comply with government regulations that require documentation of their network policies and procedures. This can present a major challenge for companies that haven't yet established standards, let alone documented them.

IPI consultants have extensive experience doing both. Instead of painstakingly developing your own documentation from scratch, you can engage our consultants to help you quickly establish standards and then document policies and procedures for key areas, such as:

- ◆ Help desks
- ◆ Internet access
- ◆ Desktop support
- ◆ Calling cards, pagers, and cell phones
- ◆ Troubleshooting tips
- ◆ MAC definitions (major versus minor) and response time frames

Vulnerability: Security Audits and Disaster Recovery

Although it may be counter-productive for IT and telecom managers to always assume the worst, it is vitally important for them to prepare for it. In addition to helping our clients develop standards, policies and procedures for their network environments, IPI conducts both internal and external security audits, and develops detailed disaster recovery plans to contain our clients' exposure.

Enterprise security has become a major concern for network managers in the last few years. Hackers represent the most obvious threat, but access by remote workers, business partners, vendors and resellers must also be controlled. Operating on the principle that prevention is better (and more cost-effective) than cure, IPI offers a comprehensive business risk and threat assessment that identifies holes in your

security architecture and recommends how to plug them before a breach occurs. By following our recommendations, you will be able to redesign your security architecture in time to preclude potential threats from within and without.

IPI disaster recovery services take a similarly detailed approach. We begin by assessing your total exposure in case of fire, flood, earthquake or other disaster. Next we develop a disaster recovery plan to protect your enterprise data, for example, by sending regular backups off site or using mirrored servers. Then we determine the ongoing costs of disaster preparedness and maintenance of your recovery plan so you can build those into your budget. Finally, we develop procedures for testing your disaster recovery plan to ensure it will be there when you need it.

"I have engaged IPI for numerous projects, including large company infrastructure rebuilds, server rebuilds and bill audits, as well as routine voice and data maintenance and telecom management. In every instance, I was extremely pleased with the results. IPI makes my job easier, translating into savings for the company."

Dan Lai, Director,
Business Information Technology,
Affymax, Inc.



"I have worked with Info Plus International for over 12 years, and their results have always exceeded my expectations. They complete their projects on time and within budget, and they consistently provide thoroughly dependable and professional consulting services."

David R. Ewing, SVP-CIO, E*Trade Group, Inc.

Give Your Bottom Line a Boost Today

At IPI, we partner with you to deliver the results that enable your strategic goals and protect the value of your business. We offer a wide range of consulting services, from network optimization and outsource management to security audits and disaster recovery plans. Our collaborative approach is to become part of your team so we can thoroughly assess your needs, quickly reduce your operating expenses, and help you implement the right IT or telecom solution for your company. The bottom line? With IPI consulting services, it's never looked better.

About IPI

Info Plus International (IP International, Inc.) is a privately held corporation founded in 1986. As telecom and information technology consultants, our mission is to assist clients in solving complex issues through the effective utilization of technology and business processes.

For more information about IPI consulting services, please call 650-403-7800 or visit our web site at

www.infoplusintl.com



"I have worked with Info Plus International on a number of different business and technical telecommunications projects, at a number of different companies, over the past ten years. I have always found their work superb and their personnel professional and knowledgeable. I look forward to utilizing their services in the future and would highly recommend them."

Larry Andersen, Director of IT,
Cost Plus World Market



IP International, Inc.
1510 Fashion Island Blvd.
Suite 104
San Mateo, California 94404-1557
Phone: 650-403-7800
Fax: 650-378-2875
Web: www.infoplusintl.com