



“It’s all about the Client”

Computer Integrated Services

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Computer Integrated Services has provided one-stop solutions for customers, both large and small, for over 15 years. Our reliability, outstanding technical resources, and established industry relationships have propelled us into new geographies and new areas of technical execution and expertise. In addition to our longstanding practice in providing the highest levels of networking support, our engineers’ core areas of specialization include: Disaster Recovery services at our owned data center in Netcong, New Jersey, secure Identity Management for business and government users, and Resource Management with proficiency in several vendors’ solutions. Our technical skill-sets are unparalleled and have won us national awards and recognition from highly regarded national software developers who see **CIS** as a “go to” resource.

Our longstanding commitment to superlative service and to providing the best, most cost effective solutions for our customers has led us to continuing successful partnerships with Novell, Microsoft, CA, Symantec/Altiris, Cisco Systems, Citrix, WatchGuard Technologies, HP, Websense, VMware and many others.

CIS has emerged as a leading provider of Disaster Recovery services, encompassing business continuity planning, remote backup, co-location, and replication. We have

dedicated teams of seasoned engineers specifically focused on Resource Management, Security & Compliance, WAN / Communications, and Identity Management. These compliment our longstanding practice in systems integration and network support.

Our wholly owned, state-of-the-art data center in Netcong, New Jersey, is unique within our market in providing managed services with a staff of available and experienced technicians. Our expertise and our ability to handle crisis-level situations has been recognized in such widely read national publications as *CRN*, *Information World*, *Server World* and *Information Week*.

At **CIS**, we believe that a great staff is the foundation for exceptional service offerings. Our employees are committed, well-trained, enthusiastic, and

willing to go the extra step to obtain total client satisfaction. Our goal is to not only meet, but exceed expectations.

Because of our outstanding team, unique and client-friendly business model, and continued commitment to superior communication with our clients, we have been able to boast a 90-plus percent renewal rate for every year we have been in business. Experience the **CIS** difference:

At CIS, it’s all about the client.

“I have been extremely happy with all the services CIS has provided throughout the years...”

*William Todd Rendo,
Joint General Manager
Sumitomo Mitsui
Banking Corporation*

“Your techs and office staff are courteous, customer friendly, knowledgeable, and they do not waste any time getting to the heart of the problem and fixing it.”

*Kim Catudella,
Daruma Asset
Management*



COMPUTER INTEGRATED SERVICES

Menu of Standard Services

WAN, SAN, LAN SUPPORT

- Support for Microsoft / Novell / Linux / Cisco / Citrix / CA / Symantec / Altiris / VMware / WatchGuard / HP / Dell / Websense / Trend Micro / APC / Avocent
- Solutions for Storage / Backup & Redundancy / Virtualization
- Infrastructure Analysis, Configuration & Improvement

SECURITY

- Firewall & VPN / WAN configuration / Anti-Virus
- Security Audits & Vulnerability Assessments
- Compliance Preparation (pre-audit audits)
- Internal & External Penetration Testing

DATA CENTER SERVICES

- Business Continuity Planning
- Online Backup
- Hosting / Co-Location / High Availability Replication
- Data Center - Design, Consolidations and Migrations

REMOTE MONITORING

- Proactive 24 X 7 X 365 Monitoring

IDENTITY MANAGEMENT

- Password Synchronization
- User Provisioning and De-provisioning
- Connecting authentication systems
- Self Service Password Reset

RESOURCE MANAGEMENT

- Novell ZENworks, Symantec Altiris & Microsoft SCCM
- Patch Management / Asset Inventory / Desktop Deployment & Imaging / Software Packaging / Software Virtualization

SERVICE & SUPPORT

- Help Desk Support/ Software Support
- Temporary & Full-Time IT Staffing
- Hardware Maintenance
 - Printer Repair—HP, Lexmark, Okidata, Epson, Etc.
 - Desktop / Laptop Troubleshooting
- Installs / Roll Outs / Deployments / Upgrades
- Moves – De-install and Re-install
- Union / Non-Union Cabling
- Technical Consulting Services

HARDWARE/SOFTWARE SALES & LICENSING



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Consultation, Service & Support

CIS offers every level of IT service and support. As a value-add reseller for the leading manufactures, CIS is able to provide proven, cost-effective solutions to our client base. Be it a MS Exchange migration or Cisco switch install , an annual printer maintenance arrangement, a part-time employee during a tough project, or union/non-union cabling of an office space, **CIS** offers a wealth of experience born of over fifteen years on the leading edge of the Information Technology industry.

As a customer-centric outfit, we at **CIS** have positioned ourselves to be able to provide cutting-edge support for emerging technologies. We serve customers ranging from Fortune 500 accounts to clients under 100 users and everything in between. At all levels, we provide appropriately scaled solutions, custom-created for the needs of each individual client. CIS staff has centuries of experience for you to utilize as a resource and help you augment your staff when needed. CIS has become a regional force with office located in Boston, Charlotte and Utah.

We provide all levels of WAN, LAN and SAN support for clients of every size across every vertical. Put our service to the test and learn what our clients have known for over 15 years.

Identity & Security Management

Organizations of all kinds have encountered new challenges in delivering access securely to end users, as reliance on the benefits of network application and information delivery has increased the complexity of access management. Not only is the demand on managers to deliver resources great, but the recent enactment of laws, such as Sarbanes-

Oxley and HIPAA, has added additional demand for regulatory compliance. Together, these requirements have increased pressures on networking personnel, and on budgets.

CIS aids our clients by automating delivery processes through the implementation of industry-leading software. Our IDM (Identity Management) Practice learns the details of each organization's business case, and then customizes a solution that eases the pain of management of identities, roles, access manager and security.

Moreover, available options include single - and reduced - sign on implementations. Our solutions create auditable operations that can produce reports in granular detail to satisfy the most intense demands for security and reporting.

Business Continuity

In these uncertain times, the need to protect businesses and secure continued operations when disaster strikes has rapidly become a focus of corporate America's technological strategizing. Many firms have reviewed their plans for business continuity and found them lacking in both preparation and execution. The outdated methods of transporting tape cartridges offsite to protect business data have been replaced with more robust and cost-effective programs such as remote backup utilities and real-time replication. Other solutions such as co-location of equipment and managed hosting enable customers to remove some or all of an entire IT operation to a secure remote location.

According to a study published by the University of Texas Center for Research on Information Systems, of all companies losing their data in a disaster, 90% are out of



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business within 2 years and nearly 50% never reopen their doors at all. According to a study published by the Gartner Group, "two out of five businesses that experience a disaster will go out of business in five years." In many cases, the disruption of normal operations causes customers to lose confidence in the enterprise's continued viability. The exigency of protecting sensitive data has never been so pressing; the repercussions for poor disaster planning have never been so severe.

CIS has received considerable press coverage in major technical periodicals, such as CRN, Info week and Server World, detailing our extensive menu of solutions for business continuity. We were ourselves tested by fire during the September 11th terrorist attacks on the World Trade center buildings; located then at 116 John St. inside the frozen zone and unable to access our primary offices, we relied on our own solutions to keep ourselves, and our clients, up and running. Because we "practiced what we preached", we were fully operational the moment the trading floors opened on September 13.

CIS has smart solutions that provide Level -1 disaster recovery solutions simply from a disc to disc back-up or more advanced Business Continuity offerings that provide real-time replication and/or collocation services that take full advantage of the financial and environmental benefits of virtual server environments. With a client base that spans a wide range of verticals, including customers sized from small businesses to international enterprises, **CIS** possesses the experience and industry savvy to appropriately scale a solution to that will enable you to have a robust solution within your budgetary constraints.

Security & Compliance

CIS offers a comprehensive suite of security solutions. Our talented staff provides audit preparatory services as well as custom "pre-audit" assessments of a firm's infrastructure. Overall security assessments are our specialty and we hold the 'findings' of these exercises in the highest regard. Unlike our competition, we do not circulate vulnerability information internally – it is wholly the property of our client.

We offer design and implementation services with regard to security appliances such as firewalls, switch and router security both internally and at the edge of your network. The **CIS** security team employs engineers experienced in designing both low and high end data security systems for financial organizations, academic, and governmental agencies. Our security team is adept with contemporary compliance standards, such as HIPAA, SOX, and PCI.

Resource Management

A solid resource management solution assures the high availability of your resources and eases administration tasks while maximizing the return on your investment. **CIS** has years of experience in enterprise-level environments using the best-of-breed resource management solutions, such as Symantec Novell ZENworks and Altiris. Focusing on industry leading technology, we can offer our vast expertise and help make the fully managed environment you envision a reality. A solution custom designed by **CIS** to work with your environment assures complete life cycle management, from acquisition to deployment, administration and beyond.

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Partial List of Accounts

Ambac Indemnity Corporation

American Red Cross

ANSI – American National Standards Institute

EMI Music & Publishing

God's Love We Deliver

Memorial Sloan-Kettering Cancer Center

Montclair State University

New York Department of Information Technology and Telecommunications (DOITT)

Satterlee Stephens Burke & Burke, LLP

SMBC – Sumitomo Mitsui Banking Corporation

Victoria's Secret (Limited Brands)