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Accelerate IT with Managed Services

When it comes to deploying and managing IT infrastructure for new applications, a directive often heard from senior management is – “get it done”, usually accompanied by “now”, “make sure it keeps up and running” and, of course, “stay on budget”. For organizations with maxed-out IT staffs and flat-line budgets, it can be a challenge to get these environments up and running quickly. The problem becomes more difficult when 24x7 coverage is needed for support and problem resolution.

Many organizations are turning to Managed Service Providers (MSPs) as an alternative or adjunct to internal IT staff to deploy and operate IT systems. Managed

Services helps companies save money, deploy systems faster and maintain higher levels of service availability and performance. Managed Services allow an organization to focus on what they do best – serve their end-user customers and grow their business – while the MSP does what they do best – manage and support IT systems around the clock with a full team of experts.

Managed Services fall into two general categories: Remote Managed Services and Managed Hosting Services. With Remote Managed services, the MSP monitors and manages the customer’s infrastructure in the customer’s data center. With Managed Hosting Services, the MSP delivers a service to the customer

using the MSP’s hardware and software hosted in the MSP’s secure data center. Hosted Services are ideal for deploying both primary and Disaster Recovery (DR) environments. Some MSPs offer both remote and hosted as well as “blended” services.

The benefits of either flavor of Managed Services can be compelling:

- **Enforceable Service Level Agreements with financial penalties for non-compliance**
- **24x7 coverage for support and problem resolution**
- **Ability to leverage the MSP’s broad technical expertise and best practices**
- **Single source of support – no finger pointing between vendors**
- **Faster deployment and upgrade times – days not months**
- **Reduce CapEx – IT delivered as a service**

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FusionStorm MAKING TECHNOLOGY WORK

FusionStorm -- "Making Technology Work" -- is a leading national provider of IT products, professional services, support contract services and 24x7 managed services for enterprises of all sizes. The company delivers complete solutions for system infrastructure, storage, networking, voice-over-IP, security, database, disaster recovery, managed hosting and remote managed services. FusionStorm offices include San Francisco (HQ), San Jose, Sacramento, Los Angeles, Las Vegas, Chicago, Cincinnati and Boston. www.fusionstorm.com • 800.228.TECH (8324).

Achieving the Promise: IT as Strategic Business Partner

Spurred by new compliance regulations, the rise of outsourcing, flattened budgets, and calls by management to “run IT more like a business,” CIOs are striving to impose formal processes on IT activities. This push for rigor has led many CIOs to begin organizing, managing, and delivering IT in the form of well-defined, tightly-controlled IT services. This is largely uncharted territory for most companies, so it’s no surprise that IT organizations are looking for guidance and direction.

IT Service Management (ITSM), as defined by best practices such as the IT Infrastructure Library (ITIL), is often referred to as ERP for IT.

What it represents is a chance for IT to get out from the backbreaking grind of constant firefighting by way of planning, communication, and structured response. Talking to those who have implemented IT Service Management, it is difficult to overstate the potential benefits: reduced costs; improved productivity, communication, and morale; reduced time-to-market; and competitive advantage.

What is often overlooked in the scramble to adopt ITSM/ITIL, however, is that for ITIL to provide the promised returns, it must be applied in a way that leverages specific strengths and mini-

mizes specific weaknesses. Standards are, after all, standard. Companies that do not exercise discipline and restraint in applying ITIL to their specific environment will undoubtedly find themselves faced with yet another revolutionary approach that falls short of expectations.

And yet, it is worth mentioning here that the single biggest reason most IT projects fail has nothing to do with technology, but rather with a lack of participation and buy-in. Change is uncomfortable and must be lead from the top. End users – e.g., lines of business, functional departments, customers, suppliers, and partners – must provide a clear understanding of their requirements and constraints, and be actively involved in discussions of potential benefits and trade-offs.

To read the full report, go to www.technology-reports.com/pepperweed.asp

Pepperweed

Pepperweed is one of the largest IT Management practices in the U.S. with over 1200 field implementations. The company has extensive experience in both IT infrastructure and process optimization. All consultants are senior professionals – full-time employees with extensive hands-on field experience. Pepperweed is nationally recognized as a leader in IT Service Management and ITIL, and was recently recognized as an Inc. 500 fastest growing privately held company. 877.984.7575 • www.pepperweed.com.

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Data Control and Audit Technology Protects Global Supply Chain Information

As corporations seek to extend their use of offshore suppliers to take advantage of unique expertise, or to reduce the cost of operations, they often expose themselves to increased risk. Sharing intellectual property, financial data, and/or customer private records with offshore partners can often open the door to significant financial loss, or risk to reputation, if the data is misused or compromised. The only hope of maintaining control of these key assets is to protect the data by technical means, or to isolate those who have access to it.

Recent developments in Data Control and Audit technology now make it possible to pro-

tect information where it is most vulnerable – in the hands of end-users as they work with and move data across applications (i.e., office, and remote legacy and Web applications), removable storage devices (i.e., USB flash drives), and various channels of communication (e-mail, Web-mail, FTP, etc.). Data Control and Audit technology automatically monitors the use of data on desktops, laptops, and/or servers, restricting a user's ability to transfer, copy, or print sensitive data based on centrally distributed rules and policies.

This technology has now matured to the

point where it can operate autonomously on a computer device, even when removed from the network. This provides a unique ability to protect multiple types of data, and the integrity of underlying business processes, even in isolated locations within a complex collaborative supply chain. It also has the added effect of creating a "virtual data perimeter" around valuable corporate information and improving accountability, without impacting existing business processes. By using Data Control and Audit technology, it is now possible to centrally protect and track the 'flow' of data through a global supply chain, while maintaining a complete audit trail of its use.

To read the full report, go to
www.technology-reports.com/verdasys.asp

VERDASYS™

Verdasys is a provider of Global Data Security Solutions, protecting data at the "point of use" (on desktops, laptops, and/or servers). We help our customers secure the private and proprietary data essential to running their businesses, data they must entrust to their employees, suppliers, and providers of outsourced services. Verdasys, Inc. • 950 Winter Street • Waltham, MA 02451 • Tel. 781-788-8180 • www.verdasys.com

Enabling Leaders to Lead: Getting back 30% of your time!

Executives lead with strategy and act with agility to deliver profitable growth. Studies show up to 30% of executive management time is impotent because of inaccurate and inconsistent information. This includes not having the right tools to overcome this challenge.

Leaders find themselves managing escalations, researching status of projects, or trying to digest a constant barrage of updates. The result is an inefficient use of the Leader's time and knowledge. What is a Leader to do?

Companies with progressive Leaders are successfully optimizing their performance by enabling solu-

tions that provide for increased visibility, accountability, and control.

These enabling solutions incorporate many critical elements: 1) **closed loop management** ensures accountability of actions for control and resolution 2) an **integrated tool suite** facilitates change that augments your skills set, 3) creating **real-time visibility** into all activities to promote a sense of urgency 4) **availability on demand** to increase flexibility and provide instant access and 5) **exception based reporting** to focus management attention and support.

Managing current functions while innovating for the future is a delicate and demanding balanc-

ing act. Having the skills and tools to increase the ability to adopt and advance change is a clear competitive advantage.

This may require you to team with others to acquire the tools and knowledge to accelerate change and performance. Streamlining the steps to improve information quality will reduce the time to make decisions.

This will lead to improved communication which enables organization synergy and momentum.

Instead of getting tied up in the daily routines of chasing information and other tactical activities, free up your time to drive the future state.

What would you do if you got back 30% of your time each day? Take charge of your future today and experience the difference.

To read the full report, go to
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ASIL Inc. provides leaders with Business products and services, to enable you to regain your precious time. Subscription based software requires no IT start-up cost or infrastructure investment. For additional information about the company, its products and services including the e-book, *Driving Complex Change*, please contact us at www.asil-inc.com or call (888) 878-2745.



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Business and IT Process Automation for Everyone. Has It Arrived?

Exponential growth in data digitization and a global competitive landscape has significantly increased business and IT processes. This trend is on the rise due to an ever-increasing number of software and computer users. Organizations of all sizes are facing an enormous challenge to better manage these processes. Their dilemma is how to automate these tasks without large investments in a dynamic IT environment.

Businesses have always focused on automating tasks to increase efficiencies and reduce operational costs. However, in the past solutions available required large investments of resources, time and money, limiting affordability to large enterprises and very complex

processes. Extensive 'justification' requirements, lengthy, risky and difficult integrations with long ROI periods were commonplace. Until recently the true benefit of automation remained elusive to many.

Fortunately, emerging trends are helping change this scenario:

1. The new wave of do-it-yourself automation software focusing on ease of use leads the way. They offer zero-consulting and significantly reduced software costs, providing a time to value in just days.

2. New intelligent technologies are better able to shield end-users from automation complexity. For example: wizard based approaches, no-programming

required and painless record and replay software are gaining momentum.

3. Software today is more adept at communicating in a standardized manner. Web interfaces, standardized data formats and Windows based applications have made it much easier to automate. For example: automating legacy systems was a daunting task, but now these systems provide web interfaces that allow easier automation.

Automation software now caters to every sized company and even individuals. *The era of affordable, usable automation software has arrived.* Organizations can now automate simple or complex processes, or even just individual tasks and realize the benefits of quick ROI, reduced costs, reduced human error and increased productivity.

To read the full report, go to www.technology-reports.com/tethys.asp



Tethys Solutions is a leader in intelligent automation software with thousands of customers in more than 85 countries. They offer the most comprehensive line of automation software to serve individuals, small, medium and enterprise sized businesses and IT divisions. To better manage business and IT processes at all levels of complexity and to learn how automation software can aid you, visit www.AutomationAnywhere.com or call 408-340-1956.

Real-Time Application Performance Monitoring: The Measure Of Network ROI

Virtually all enterprises today invest significantly in their data-networking infrastructure. But how often are these expenditures measured in terms of the impact they have on the quick, efficient, and secure delivery of application services to users? Or in other words, how is the impact of a technology investment measured against the value it can provide?

The ROI of any infrastructure investment can only be measured in terms of how much it improves the user experience (and thus productivity) of mission-critical application services. The ideal methodology for measuring this impact is Real-Time Application Performance Monitoring, which uses

live network data gathered from actual traffic, rather than sampled from network devices or synthetic agents. This enables it to deliver an accurate, real-time and historical picture of network traffic and user experience for all application and users, even across networks owned by third parties from which data is not normally accessible, such as those controlled by ISPs, partners, and customers.

This technology can thus deliver data about the performance of an enterprise's core application that makes clear how much a proposed expenditure will contribute to improved application delivery. By giving the enterprise the ability to baseline the perform-

ance of all applications and spot weak points in the data networking infrastructure, no matter where they're located, real-time application performance monitoring enables managers to make much more informed choices about which data networking infrastructure projects should be funded and in what order. Moreover, "before and after" performance baselines on live transactions not only helps assess the ROI of an infrastructure expenditure but can also help in technology brand or model selection.

Real Time Application Performance Monitoring technology brings tremendous tactical value to enterprises in its ability to monitor and troubleshoot real-time application performance, as well as tremendous strategic value as a Network ROI calculator and technology selection instrument.

To read the full report, go to www.technology-reports.com/starnet.asp



Starnet Data Design is a Value Add Voice and Data Communications Reseller with headquarters in Westlake Village, CA and a regional office in Scottsdale, AZ. We have been providing customers with leading edge technology solutions to solve complex business problems since 1987. In California 805.371.0585. In Arizona 480.421.9217 On the web - www.starnetdata.com

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Get Control of Your Telecom Costs and say Goodbye to “Stare and Compare”

Telecommunications expenses for a typical enterprise average over three percent of its revenue. According to Gartner, two to fourteen percent of these charges are billed in error resulting in \$8.0 million a year in lost profits for large firms and \$1.8 million in lost profits for mid-sized firms. Managing these expenses is labor intensive, complex, costly, and typically not a company's core competency.

Telecom Expense Management (TEM) challenges include: (1) controlling telecommunications and network service expenses (2) managing continually changing and expand-

ing telecommunications networks, including wireless and data services, (3) processing, validating, auditing, and approving large volumes of invoices through labor-intensive methods, and (4) aggregating and analyzing data from decentralized networks to optimize network expenditures.

Business Process Outsourcing (BPO) of TEM allows the enterprise to leverage scalable processes, technologies and people lowering costs, and enabling an enterprise to focus on its core competencies. The benefits of TEM BPO include:

- **Asset Management** identifies and manages dynamic telecom assets and services across the enterprise.
- **Increased Productivity** is gained by transferring a non-core invoice processing function to a best-in-breed, focused BPO.
- **Improved Validation and Auditing** by accurately identifying carrier billing errors in a timely manner.
- **Central Control** of all voice, data, and wireless expenses.
- **Best Practices** are integrated into the TEM process through the BPO provider's domain expertise and enhanced internal controls.
- **Vendor Relations** improves the timeliness for processing telecommunication invoices, minimizing late payment penalties and unplanned service disconnects.
- **Total Cost of Ownership** is reduced by taking advantage of the TEM BPO economies-of-scale and singular focus without incremental investment.
- **Data Integrity and Intelligence** are delivered via access to accurate, detailed, timely, centralized, and understandable data.
- **Sarbanes-Oxley Compliance** is achieved via the BPO provider's SAS 70 Type II report.

To read the full report, go to www.technology-reports.com/controlpoint.asp



Control Point Solutions is the leading provider of BPO of TEM. The firm manages the entire expense lifecycle for voice, data, and wireless services. Control Point Solutions manages over 1.3 million telecommunications invoices totaling over \$7 billion for their clients, and has reduced client expenses by more than \$1.5 billion. Enterprise, Carrier, and Government clients leverage Control Point Solutions' domain expertise, people, processes, and technology to gain process efficiencies, actionable intelligence, sustainable cost reductions and control. www.controlpointsolutions.com • 800.933.5429

Email, IM, Web and VoIP Converge: Are You Secure and Compliant?

Convergence, we have all heard it, but what does it really mean for businesses today? Convergence enables users to consolidate their traditional and IP-based communications -- Email, IM, Web and VoIP -- on a single device or application. Early examples include Microsoft's® Exchange, LCS, and SharePoint that provide an integrated platform for IP communications. In the handset world, the BlackBerry® and smart phones have evolved to provide users with a single device to meet all their communications needs.

This convergence of technology opens the door to new opportunities in communications, but

also introduces new security concerns. A converging threat landscape brings the risk of multiple attacks while also the need to ensure corporate, regulatory compliance and privacy requirements are met. As new blended threats emerge such as virus infected messages used in spam campaigns it is critical to enforce a single policy across all IP communications. Organizations can no longer rely on conventional point products and reactive threat prevention services to secure their networks and meet compliance and privacy requirements. Added to this is the additional strain of new complexities where information can

be sent and received over multiple IP communications channels simultaneously.

"Threats are changing and business communications are using more and more network protocols. Enterprises need next generation security solutions that efficiently and effectively protect all communications channels," said John Pescatore, Vice President and Distinguished Analyst of Gartner, Inc.

Bottom line: In order to be secure and compliant, organizations need a single content security platform to prevent attacks, block unwanted content, control confidential and private information, and manage the messaging infrastructure centrally, across all IP communications -- Email, IM, Web and VoIP.

To read the full report, go to www.technology-reports.com/borderware.asp



BorderWare Technologies makes Internet communications safe. The company is the leading provider of content and application security that secures business-critical applications including Email, Instant Messaging, Web and Voice over IP. For over 12 years, BorderWare has helped organizations mitigate business risk by: reducing the complexity of a multi-vendor security environment; ensuring business continuity; and reducing exposure to legal liability by ensuring corporate and regulatory compliance and privacy requirements are met. 877-814-7900 • www.borderware.com



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Electronic Discovery Systems Meet New Legal and Technological Needs

Many of the major lawsuits recently in the press require the review of volumes of data greater than is stored in the Library of Congress; many lesser-known cases go to similar extremes. As litigation and government investigations grow in number and complexity, so grows the amount of material that has to be reviewed during discovery.

Choosing the right discovery solution is critical for corporations to manage costs and control risk. If the wrong choice is made, documents may not be available for review, be in the wrong format, or have been corrupted; the larger the scope of discovery, the larger the risk. Because of the tight

deadlines involved with discovery, it's no longer practical to wait for a subpoena before putting a document discovery process in place. Many organizations are building powerful electronic discovery systems and processes into everyday operations in order to minimize the impact to their business when a document request is received.

Implementing an e-discovery system into normal business practices and the document life cycle management also helps manage costs. Such a system identifies and stores documents in a sensible, comprehensive manner that reduces risk of adverse outcomes; reduces confusion by putting

operational, legal and technical personnel on the same page; and lowers costs by preventing duplication of review work.

Ideally, each relevant document should be processed only once, even when it bears on multiple cases. Documents should be accessible to multiple authorized parties, and displayed in a single format within an intuitive interface that makes the system easy to use.

Today, the risks of not having an e-discovery system are greater than the cost of implementing one. Discovery preparedness can make or break a company's future, and more companies are turning to full-service providers for comprehensive solutions.

To read the full report, go to www.technology-reports.com/LexisNexis.asp



LexisNexis® Applied Discovery® - For complete e-discovery services trusted by the nations top law firms and corporations. Applied Discovery provides the solution that captures over 99% of critical documents to manage litigation risks and control costs. LexisNexis® (www.lexisnexis.com) is a leading provider of information and services solutions to a wide range of professionals in the legal, risk management, corporate, government, law enforcement, accounting and academic markets.

The Best Defense is a Good Offense

Today's cyber-threat environment is increasingly severe, over 90% of companies have anti-virus, anti-spam and firewall defenses, but attacks and malware are still getting through. Additionally, the threat is increasing from the inside-out. Challenges posed by this are both financial and operational. Financially, organizations are legally liable for sensitive data, stock prices get impacted upon disclosure, revenue systems are disrupted, and human 'firefighting' creates unnecessary, expense to fix. Operationally, the IT department doesn't add value, business services are disrupted, and employee confidence reduced. What is needed is a new type of security element that

pervades the network and automatically protects organizations from a broad variety of attack types (e.g., worms, viruses, Trojans, DDoS, Spyware) and from all potential points of attack.

Intrusion Prevention Systems (IPS) are the best step in this direction. In the simplest sense, an IPS is a computer appliance that blocks attacks before they can reach their target. In a broader sense, an IPS performs total network packet flow inspection, with deep analysis and classification by receiving constant security filter updates to protect against threats.

Security effectiveness is measured in three dimensions: accuracy, coverage, and timeliness. Of

these, accuracy is the most important. Accuracy ensures malicious traffic is blocked, and legitimate traffic is not. Coverage refers to the breadth of attacks or attack vectors that an Intrusion Prevention System can protect against. Timeliness is the speed with which an IPS offers protection against a new threat. If filters are in place, they can protect an organization preemptively before the existence of an exploit or worm.

IPS represents a philosophical shift from traditional reactive security tools like firewalls and intrusion detection systems that require extensive configuration, tuning and manual maintenance, to an automated security solution. Therefore, organizations should heed what doctors often say "the best form of defense is prevention".

To read the full report, go to www.technology-reports.com/tippingpoint.asp



TippingPoint is the leading provider of network-based intrusion prevention systems with innovative features including spyware protection, quarantine protection, phishing protection and multi-gigabit throughput. TippingPoint's IPS offers accurate, automatic blocking of malicious traffic, VoIP security, bandwidth management and centralized management to all types of enterprise, government, and education organizations. Austin, TX • 512 681 8000 • www.tippingpoint.com