



General DataComm

PROFESSIONAL NETWORK SERVICES

Your Best Connection

OVERVIEW

General DataComm (GDC) has over 35 years of field-proven experience in the successful deployment and maintenance of voice and data networking equipment. GDC is highly skilled in all aspects of network design and support from traditional service requirements like Installation and Maintenance to a full family of professional services that support Network Audits to Network Management to implementation and delivery.

General DataComm's Professional Network Services are manufacturer independent so whether you network requirements are large or small General DataComm has a service and support program that can be tailored to fit your specific needs. Why pay for services you don't need, and why limit yourself to a supplier that can't support your critical requirements as your network grows.

GDC is - *Your Best Connection*

- Installation
- Maintenance
- 24X7 Call Center Assistance
- Extended Warranty
- Factory Direct Repair
- Customized Training
- Network Auditing & Analysis
- Network Design & Procurement
- System Integration
- Network Management & Monitoring (NOC)
- Project Management

Network Auditing & Analysis

Methodology

GDC has developed a comprehensive methodology to address the increasingly complex technical needs of its clients. IT services have as many complexities as technology itself. Independent evaluation is, at times, a necessary tool when used as part of an overall business assessment process. An independently audit will assess:

- Your convergence with technology or migration of hardware, software and applications
- Your internal technical operations organization to measure your service delivery capability, efficient use of technology resources, the ability to change business models or the achievement of senior management's stated goals
- Your service providers compliance in providing quality circuits, SLA management, network security, bandwidth and support
- Your service continuity when you subscribe to multiple service providers to ensure vendor quality, vendor capability, cost/value efficiency and/or total cost of ownership effectiveness

Design & Assessment

GDC is experienced in delivering assessments to its clients. GDC's pre-defined or standardized assessment programs are executed on a fixed fee basis and are scope bound. Currently available fixed fee assessment packages include:

- Network and Systems Analysis & Review
- Network Vulnerability Analysis & Review
- Convergence Audit and Analysis
- Backup Audit and Analysis
- Disaster Recovery Audit and Analysis
- Systems Management Audit and Analysis

For situations that are not completely satisfied by one of our standard programs, an assessment will be designed through a Statement of Work (SOW) which specifically addresses the requirements of your respective situation.

Network Design & Procurement

Overview

Completion of the Statement of Requirements (SOR) sets the stage for the Infrastructure Network Design & Recommendation phase.

GDC's experienced System and Network Architects create designs resulting in highly efficient, scalable and reliable computing environments. Our designs include solutions utilizing best-of-breed products from GDC, Cisco, Nortel and others. Design expertise includes:

- IP Telephony
- Enterprise Solutions
- Wireless
- LAN/WAN
- Network Security Strategies
- Managed, Network Management and Administration

General Design

The purpose of this phase is to establish the functional requirements and design specification in sufficient depth to create a detailed system design.

The results of the requirements phase are examined to determine if additional information is needed to develop the alternative solutions. Emphasis is on the identification and documentation of the framework within which the system must be built.

This phase produces an implementation plan for the remaining phases, establish schedules, resources, budgets and requirements on which the user can base a decision for implementation. Also included is a firm cost for implementing the detail design phase.

Detail Design

General design input provides the basis for explicitly defining the general design to the extent actual implementation can begin in an orderly, predictable manner. In addition to detailed software and hardware requirements, plans are established detailing the techniques, schedules, and budgets for activities such as training, software development, testing and conversion.

The result of this phase is a thoroughly analyzed, carefully designed, and well-documented systems design where all integrated elements of the manual and automated system dovetail into a blueprint for cost effective implementation. Particular emphasis is placed on security and overall reliability of the system.

You are provided the option to procure proof of concept testing through GDC's PRO SVC's Tech Lab that is fee based. During this juncture, you may opt for GDC to research and test various elements that fulfill a particular role within the environment.

The detail design and results of proof of concept testing are forwarded to you for review and approval. This approval will act as authorization to proceed with the implementation phase. The detail design includes an implementation plan, budget, and resource requirements for the system.

System Integration

Our Systems Integration Capabilities

The breadth and scope of GDC's systems integration capabilities enable us to minimize your risk, maximize your technology investment and deliver the best total systems integration services and solutions suited to your unique business needs.

Experienced professionals, consultants and engineers focus on delivering business results and performance improvement by bringing complex technologies together to maximize compatibility, interoperability, and enterprise-wide information management. Our flexible, turnkey and seamless systems integration capabilities include:

- Requirements analysis
- Planning, designing and implementing custom networks and applications
- Procurement of hardware, software and accessories
- Cabling (within network and at customer premise)
- Integrating software and hardware components
- Providing "Proof of Concept"
- Application Integration
- Training and change management
- Knowledge transfer
- Provisioning of circuits
- Ongoing systems and applications network management and on-going maintenance.

The GDC Difference

- 30,000 + square feet for configuration, staging and testing under ISO standards with a five bay shipping access
- Unsurpassed qualifications in hardware, networking and communications.
- Vendor-neutrality - while we manufacture WAN/LAN equipment and are the market leaders in hardware with carriers and Fortune 1000 Enterprise customers, we work with you to implement the technologies that are the most suitable for your needs.
- Proven experience in carrier, enterprise, and government applications.
- Adaptable approach tailored specifically to your needs.

- Excellent reputation for unsurpassed project management, on-time performance and delivery.
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- Facility and professional services infrastructure.
- On-going support team.

Network Management & Monitoring

Overview:

GDC's solution is perfect for mid-size enterprise customers located in the United States and Canada. GDC offers a suite of subscription-based remote WAN, LAN, VLAN, VPN and optical network management services responding to the growing demand for flexible out-tasked management of network infrastructures.



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NETWORK OPERATIONS CENTER

Your Best Connection

GDC's Network Operations Center (NOC) provides 24x7 proactive monitoring and end-to-end management of network problems and detailed performance reporting.

ClientView

GDC's *ClientView* monitoring provides a real-time customer interface. Via the internet (clientview.gdc.com) a secure, password protected management dashboard provides you a centralized view into the health, performance and security of your enterprise IT infrastructure. It's as if you were managing the network from your own facility.

Network Management Out-Tasking

We understand that your need for out-tasked network management services varies according to several considerations including:

- **IT Department's role relative to business objectives**
- **IT Department spending constraints**
- **In-house skills and resource gaps**
- **Criticality of business applications supported by the network infrastructure**
- **Complexity and health of the network**

GDC's Network Management Services offer the flexibility to align out-tasked expertise

with in-house capabilities and resources, while reducing the overall cost of IT operations. The best of both worlds!

Why Network Management Out-Tasking ?

Several factors are contributing to the appeal of network management out-tasking as an alternative to building, maintaining and operating an in-house solution:

- **Need for Skills and Expertise**

An in-house 24x7 network management operation requires a minimum of seven or eight trained network analysts and support specialists working in teams around the clock. Finding, training and retaining this staff is difficult, as is the challenge of keeping up with continuous changes in technology.

- **Need for Process Automation and Discipline**

Hiring qualified, trained and certified networking professionals, are only part of the challenge. Their efficiency depends on the quality of the processes they follow to detect, respond to and resolve network problems. The development, implementation and integration of advanced process automation and the internal process discipline required of the staff to respond rapidly, efficiently and consistently to network incidents is an insurmountable challenge for many in-house operations.

- **Need to Reduce IT Spending**

Companies and government agencies of all sizes are under pressure to reduce their levels of IT spending. IT budgets are closely tied to business and financial objectives and consequently require ROI justification. Building in-house capabilities is a costly proposition requiring significant long-term investment in technology, people, training, integration and ongoing operations. The financial benefits of effective network management also include reduced maintenance cost through dispatch reduction and improvement in overall health and performance of the network.

- **The Cost of Poor Network Performance**

The impact of network downtime is a multi-faceted issue not confined merely to financial cost. The full impact of network downtime includes:

Productivity: The number of employees affected by a duration of downtime at a burdened hourly rate.

Revenue: Direct loss, future loss, investment loss, billing loss.

Financial Performance: Revenue recognition, cash flow, payment guarantees, credit ratings, stock prices.

Damaged Reputation: Among customers, suppliers, financial markets, banks, business partners.

Project Management

There are some companies that have built reputations for being able to consistently manage projects effectively. However, the vast majority of organizations have a more spotty reputation with little or no technical skills. What is your organizations view of Project Management and have any of the following characteristics been evident in your internal attempts to manage projects?

- Projects completed late, over budget, or not meeting the functionality requirements of your users.
- Weak standard processes and techniques used inconsistently by project managers.
- Project management is reactive, and not seen as providing value.
- The time required to manage projects proactively is not built into the work plan, since it is considered 'overhead.'
- Projects are 'successful' in spite of a lack of planning and project management, though heavy stress and overtime work/cost is required throughout the life cycle.

Good project management discipline is the way to overcome these shortcomings. Having good project management skills does not mean you have no problems. It does not mean that risks go away. It does not mean that there are no surprises. The value of good project management is that you have standard processes in place to deal with all contingencies.

Project management processes and techniques are used to coordinate resources to achieve predictable results. However, it should be understood up front that project management is not totally a science, and there is never a guarantee of success. Since projects involve people, there is always complexity and uncertainty that cannot be absolutely controlled. Project management is partly an art that requires flexibility and creativity, especially in the management of people. It is also a science in that it relies on proven and repeatable processes and techniques to achieve project success. A good project management methodology provides the framework, processes, guidelines and techniques to manage the people and the workload. A good methodology increases the odds of being successful, and therefore provides value to the organization, project and the project manager.

The value proposition for project management goes something like this. It takes time and effort to proactively manage a project. This cost is more than made up for over the life of the project by:

- Resolving problems more quickly.
- Not working in areas that are outside of the scope of the project.

- Resolving future risk before the problems occur .
- Communicating and managing expectations with clients, team members and stakeholders more effectively.
- Building in higher quality the first time.

People who complain that project management is a lot of 'overhead' forget the point. Your project is going to face issues, risks, costs and deadline issues.

Do you want to proactively resolve them or figure them out as you go?

Are you going to build quality into your process, or fix problems later when they will be more costly to resolve?

The characteristics of the project are not going to change whether you use a formal project management process or not. What changes, is how the events are managed reactively or proactively with a smooth running process.

Service & Support

General DataComm provides nationwide installation, maintenance and product repair services for voice, data and video networking equipment. Flexible and responsive to your specific needs, GDC has field-proven experience successfully deploying and maintaining voice and/of data networking projects of all sizes across multiple markets including, but not limited to, financial, insurance, retail, healthcare, and telecom industries

- Nationwide technical support by certified engineers
- 24/7 Call Center Assistance
- Real-time tracking of project status
- Modular services for a flexible fit
- Extended Warranty
- Customized Operator Training

Installation

GDC offers fast, effective installations nationwide including project management, coordination, staging, field installation, network testing and turn-up.

Maintenance

To maximize uptime, GDC offers a range of guaranteed maintenance response plans: two- four- or eight-hour and next day on-site service. On-site maintenance may also be purchased on a T&M basis.

Extended Warranty

For customers who perform self-maintenance, GDC provides extended warranties on new and used equipment. Customers may choose from a variety of plans to cover the repair of hardware beyond the standard warranty period.

Factory Direct Repair

GDC provides regular and warranty repair services at its Factory Direct Repair Center in Naugatuck CT. Standard factory service includes repair within 10 days of receipt at the repair center. Expedited services are available on request.

Customer Training

General DataComm provides customer operator training on GDC products and applications. Unlike most industry offered training, which delivers off the shelf packaged programs, GDC customizes each training program to fit your specific needs in terms of content and duration. Classes combine both lecture and lab sessions which include operations and problem determination.