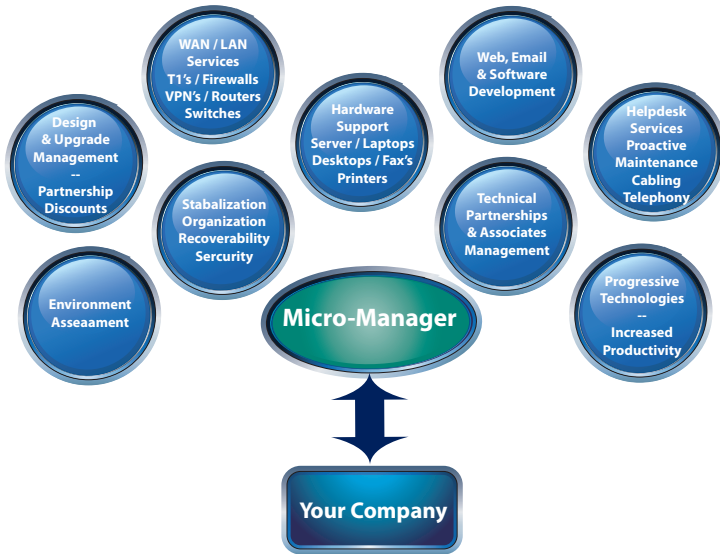


# Our Process



**Environment Assessment** – CATS will evaluate your network onsite. From this assessment we will be able to determine where your technology needs begin or where your technology and security falls short of your requirements for existing systems. CATS will assess the existing environment and infuse that with your company's projections for growth and efficiency, and a formal proposal for services will be offered that will focus on streamlining your productivity and reducing your overhead.

**Stabilization, Organization, Security and Recoverability** – The first step for an existing environment is to correct any failures and to provide top level protection and security from system invasion and infection. We will assign an account manager who will begin by focusing on recoverability and finally advise on hardware and software that will not operate in the proposed environment.

**Design and Upgrade Management and Partnerships Discounts** – Once our services have begun, your account manager will ensure the ease of the project and adapt any required changes smoothly. Our technical partnerships will be utilized to obtain the best business class equipment and software at the best prices available.

**WAN and LAN Services** – Your entire backbone needs will be considered and supported; CATS will become the liaison between you and your ISP's. We can connect remote sites and users, offer work-from-home abilities, and provide firewall and encryption securities.

**Hardware Support** – CATS excels in providing experienced troubleshooting and repairs for hardware issues involving everything from desktops and laptops to servers, backup devices, and RAID equipment.

**Web, Email and Software Development** – We fully design and host websites and email solutions, including migrations from less efficient systems, and customized applications centered on your practices.

**Helpdesk Services, Proactive Maintenance, Cabling and Telephony** – CATS can handle cabling services for new construction, backbone upgrades, or staff expansions, and telephony services for your communication needs. CATS' unique **Ultimate-Care®** and **Guardian** services provide proactive maintenance reducing and many times avoiding high unexpected support costs while keeping equipment at its highest uptime abilities. And team-oriented helpdesk services remove the need for in-house IT staff entirely and offer the best response time to all issues. Answers to your issues will be an email or phone call away 24/7 with your account representative overseeing all activity to ensure response times, solid resolutions, and continued maintenance.

**Technical Partnerships and Associations Management** – CATS maintains IT partnerships and associations that most businesses need but do not have the time and connections to make or keep. CATS becomes your doorway to technology.

**Progressive Technologies and Increased Productivity** – With CATS as your single source IT provider, your business will establish efficiency, productivity, and growth. Using one technology provider that knows everything about your IT needs will help leverage costs and reduce downtime. Whether you require a new system terrain, a restored and secured environment, or to simply maintain a healthy company, CATS will be the driving force behind your IT comfort and advancement. Our focus is your success.



Assess



Recommend



Stabilize



Maintain

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**CATS** Technology  
Solutions  
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"Integrated IT Systems, Services and Maintenance..."