



IT Department



What we do...

A complete IT and Infrastructure Service

Through our experienced team of certified IT infrastructure consultants and engineers, we can provide people and service programs that match the technical and budgetary needs of your business.

We can deliver short-term or extended services that cover on-site or remote troubleshooting and technical support to IT consulting, project management, and turn-key IT outsourcing.

How we do it...

Delivery methods

To suit the needs and budget of every size of business, we offer a variety of cost-effective options for delivering support and troubleshooting services.



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On-site

Some IT problems require onsite support and troubleshooting. We have a strong team of experienced engineers and consultants who can deliver services anywhere in EMEA.

If you want to expand or upgrade your existing information network without adding permanent personnel to your in-house IT staff, we can supplement your internal organization with experienced technicians and consultants to ensure that your projects are a success.

Your IT group also gets the benefit of knowledge transfer from our experts.

We deliver equipment maintenance through a network of partners.

Remote Support

Our primary method of delivery is through our remote support and troubleshooting services giving you the greatest leverage for your IT budget. Sophisticated remote access tools and experienced engineers combine allowing us to resolve most IT problems without wasting time and expense by travelling to your site. Our remote support service has been built upon the expertise of the ex- Support Centre in Sophia Antipolis.

Telephone Support

When you need to talk to a technical expert, simply call us. Telephone support can be escalated to onsite service when necessary, but in the vast majority of cases your IT problems can be resolved over the phone or through a combination of phone support and remote access.

Help Desk

Our comprehensive Help Desk Services make it possible for you to set up (or outsource) a results-driven Help Desk that uses proven



Hosting Services

For businesses who want all the benefits of applications such as Microsoft Exchange mail services but who can't justify the cost of equipping, staffing and managing a complete data center, we can host and support the application for you.

Similarly, when you're ready to set up your own data center, we can help you.

Service Costs

We can provide a variety of billing options for all our support and troubleshooting services, from billing by the hour to annual fixed charges.

IT Infrastructure Consulting

Whatever delivery method you choose, our consultants can help you keep your IT and network infrastructure scalable, reliable and secure. We can perform system

audits, identify problem areas and define and implement comprehensive action plans, in areas such as:

- New security threats.
- Patches, service packs, operating system releases and features
- Equipment nearing the end of its life
- Technical surveys for the customer and give him advice to improve his infrastructure
- Traffic engineering and capacity planning



We are happy to undertake project work of varying sizes where we start by understanding your requirements, provide overview and detail designs and manage the project through to its implementation. Examples of such projects could be:

- Disaster Recovery Planning
- Implementation of QoS on the network
- Implementation of policing routing
- LAN/WAN re-design
- High availability datacenter
- Third party connectivity
- Server consolidation

Integration of systems and Maintenance Applications

- ❖ **E-Business:** implementation of intra/extranet
- ❖ **Architecture and urbanization of IS (SOA architecture);**
Conceptualization of technical choices
- ❖ **Business Intelligence:** choices of decision-making tools (reporting and training)
- ❖ **ERP:** SAP, ERP implementation, AMOA or AMOE for ERP migration, testing, in taking
- ❖ **TMA:** correction, evolution and prevention maintenance services; progressive plan definition; step-by-step validation; front to back distribution; center of excellence establishment
- ❖ **TRA:** testing and validating plan development; functional and technical criteria validation.



Large Systems	MVS CICS Cobol DB2 Pacbase	Project Supervisor Analyst Developer
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Opensource System	Unix Linux	System Engineer and Administrator
IBM	AS400	System Engineer and Administrator
Microsoft	Windows	System Engineer and Administrator
Database	Sybase Oracle	DBA
Stock Procedures	PL-SQL T-SQL	Analyst Developer
New Technologies	Java J2EE C# .net	Project Supervisor Analyst Developer
Networks	Protocols Network Architecture	Network Engineer and Administrator
Web	MySQL php	Project Supervisor Analyst Developer
Modeling	UML Merise	Expert
Decisional	BI Informatica Crystal Report	Project Supervisor Analyst
Method Quality Organization	CMMI Six Sigma	Project Supervisor PMO
Messaging	Lots Notes Domino	Project Supervisor Engineer
Security	PCA PRA	Project Supervisor

OUR TECHNICAL COMPETENCIES



Production	Unix Linux Air Mainframe	Project Supervisor Engineer
Tests Intake	MercuryTest Director	Intaker Homologator
Specialized Competencies	ILOG, CRM (Siebel, Peoplesoft), SAB, Olimpic, Midas, Isabel 6 Hyperion Essbase, IRISA, Natural Adabase, powerbuilder	All profiles

We connect you
to a world of
excellence



Our contacts

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