

NetworkD Systems Management Operational Assessment[™]

Creating a highly effective Systems Management model is pivotal to your companies success. The requirement to be an expert in so many IT Management disciplines makes it difficult to provide quality, cost-efficient IT Management demanded by business today.

NetworkD has the focus, experience, expertise and proven *Systems Management Maturity Model*[™] that guides companies to achieve measurable results, increase ROI and enable strategic advantage. *NetworkD Infrastructure Management Services (IMS)* are designed to streamline and enhance your IT operations ensuring the ongoing success of your overall desktop strategy.

NetworkD IMS offerings includes a comprehensive *Systems Management Operational Assessment*[™] model. Designed to identify the effectiveness of Systems Management processes currently in use, the *NetworkD Systems Management Operational Assessment*[™] uses a highly structured, multi-faceted methodology that evaluates all components of the IT infrastructure to provide a clear, concise evaluation of where you stand from a Systems Management maturity viewpoint and a solid route to where you aspire to be.

The *Systems Management Operational Assessment*[™] begins with the verification of the integrity of your Systems Management Solution and associated processes. This includes a high-level health check of the physical system identifying any key failures of functionality.

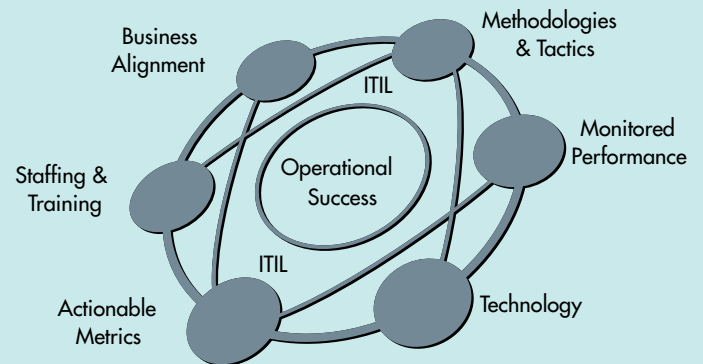
The assessment process involves detailed process related interviews with selected staff members currently responsible for:

- **Service Desk Management & First Line Call Resolution**
- **Desktop Management Process**
 - **Application Management**
 - **Security Management**
 - **Operating System Management**
- **Systems Management Administration**

Our team of industry experts will work with your professionals, managers and executive leadership to understand both your ability to deliver benefits and identify aspirations and expectations in all associated areas. This subsequently creates focus on what is required to execute more efficiently in the future.

Information and material gathered relating to functionality, associated process and usage will be examined and measured against a combination of *NetworkD* and industry standards. The result of this analysis is a comprehensive report and associated presentation detailing key process failures and successes along with recommendations for functionality and process improvement. These results are targeted directly at gaining the maximum benefits from the implemented system in the shortest possible period.

Optimum IT Management is a balanced combination of People, Process and Technology. In understanding this, *NetworkD* can assist you to navigate these critical areas to achieve your objectives while protecting your technology investment.



The difference with NetworkD's approach is simple.

We provide a balanced approach to systems Management that focuses on bottom line results. We listen, consult and develop a unique roadmap that outlines the steps required to achieve your business goals while mitigating risk to your infrastructure. Our unique methodology is designed to assess, examine and articulate where you are today against industry standards, where you need to go, and most importantly, how to get there.

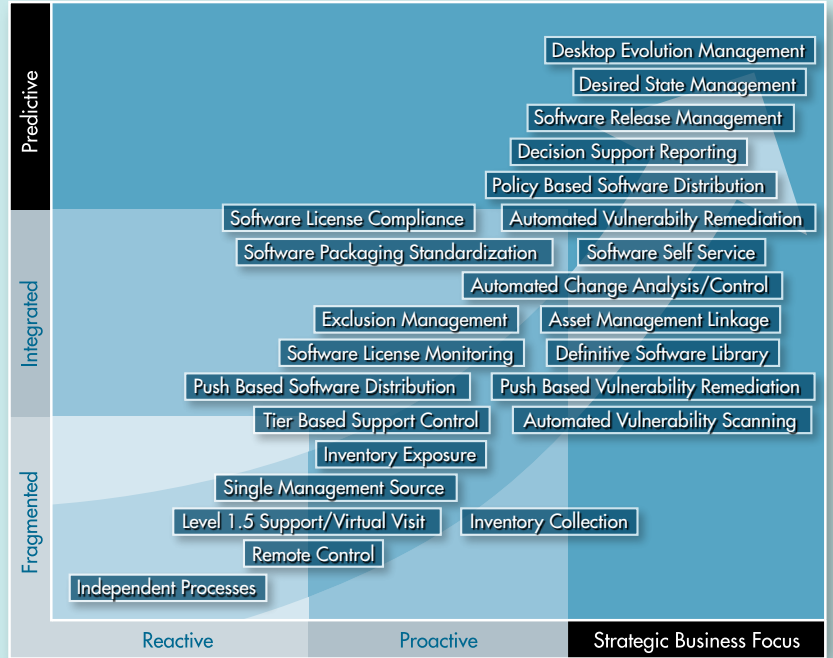
Infrastructure Management Services have been an integral part of the NetworkD solution portfolio for over 5 years and continually evolve to meet the needs of today's business requirements. The Systems Management Operational Assessment™ is designed to streamline Systems management process.

The IMS team is comprised of world renowned experts in IT Systems Management and Support, allowing you to draw on the expertise and strategic advice of the very best in the industry. We use real world business outcomes to measure performance and assure total satisfaction.

Contact us today for a more information regarding IMS or to request an Operational Assessment™.

ims@networkd.com

http://www.networkd.com/operational_assessment.html



NetworkD Systems Management Maturity Curve™

“When all are striving to achieve the prize, the one with the map is the leader”

NetworkD Corporation
3300 Irvine Avenue,
Suite 261,
Newport Beach, CA 92660
United States
Tel: +1.949.222.2287
Fax: +1.949.222.2226

NetworkD Europe SAS
17 Square Edouard VII
75009
Paris
France
Tel: +33 (0) 1 53 43 91 33
Fax: +33 (0) 1 53 43 94 94

NetworkD Europe Ltd.
Grove House, Lutyens Close,
Chineham Court, Basingstoke,
Hampshire RG24 8AG
United Kingdom
Tel: +44 (0) 1256 338 470
Fax: +44 (0) 1256 338 471

NetworkD Europe GmbH
Stiglmaierplatz,
Dachauer Strasse 37,
80335 München
Germany
Tel: +49 (0) 89 / 54 55 81 66
Fax: +49 (0) 89 / 54 55 83 33