

## Executive Overview

Headquartered in New York City, ASI meets the Information Technology solutions needs of our clients and partners. A leading system integrator, ASI provides consistent processes and tools combined with the right skills at the right time and place. We build IT solutions that fit your unique requirements with a complete breadth of distributed IT solutions including IT Consulting, Enterprise Computing, End-User Computing, Managed Print Solutions, Network Services, and Cross-Functional Services.

ASI has over three decades of combined industry experience providing Information Technology Solutions built on **innovation**, **expertise**, **independence**, and **flexibility**. Our mission is to deliver quality Technology Solutions and Professional Outsourcing Services that provide true business value to our clients, enabling them to achieve their desired goals and initiatives. We design our flexible and collaborative solutions to meet the individual needs of our clients and partners.

We tailor our solutions to meet the specific needs of our clients and partners including leaders in Fortune 2000 companies, financial institutions, insurance companies, real estate firms, legal firms, health institutions, universities, original equipment manufacturers, global system integrators, and equipment resellers. Drawing on deep industry expertise and customized solutions, we blend strategic designs, using proven technologies, and world class support capability to create effective solutions that maximize your returns on IT investment.

ASI is made up of five tightly integrated divisions:

- Consulting & Integration
- Support Services
- Technology Sourcing & Procurement
- Asset Disposition Services
- Technical Recruiting Services

We listen to the business needs of our clients and recommend the most appropriate IT solution for their specific business needs without bias by helping them source and integrate solutions that are compatible with their corporate standards and budgets. Finally,



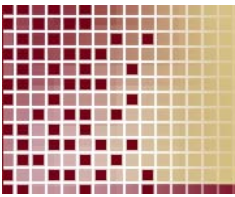
we support, optimize, manage, and dispose of obsolete technology using DEP/EPA approved processes.

### OUR PEOPLE

Our senior management team has over 200 years of combined IT experience. They are proven leaders in their field helping to set industry support standards. Numerous Worldwide IT Services Advisory Councils recognize their contributions. Their experience makes each support engagement successful by combining attributes from a variety of solutions, including management, technical ability and industry knowledge.

We attract and retain the finest support staff in the industry. Staff is available nationwide where and when you need them:

- Senior management staff average industry experience is 25 years
- ASI's PMI Certified, hands-on project managers and technical consultants have an average of 15 years experience
- Our people have been supporting mission-critical environments for over 20 years.
- Average experience of each Engineer is 12 years
- Engineers complete an average of 3 - 4 weeks mandatory training/year on new technology
- Each manager completes at a minimum, American Management Association training
- Industry attrition rate averages 25% and more. ASI averages less than 4%



## OUR SCOPE

ASI brings clients the benefits of our experience and the lessons learned. Consulting, multivendor services, and outsourcing services help clients arrive in new markets and gain new customers ahead of the competition. By helping clients avoid the pitfalls of a purely technology-focused approach, we lead the industry in focusing on IT as a strategic business weapon that can provide significant value and competitive advantage to our partners and clients with national and international reach as well as local support capabilities.

Even the most comprehensive service offerings are ineffective if they cannot address clients' multi-location needs. Equally important is the ability for a service provider to handle all IT needs -- regardless of size and complexity.

Fortunately, ASI maintains both the presence and resources to help customers deploy, manage, and maintain their IT environments throughout the Globe.

### Available where and when you need it

- 24 hours a day, 7 days a week
- Certified multivendor consultants and support personnel
- Support where and when customers need it
- Leading alliance partners

## OUR EXPERIENCE

Utilizing a collaborative approach and best in class Service Desk and Asset Management Tools, ASI provides guidance in business analysis, software selection and systems integration to help customers envision, design and align their corporate and IT strategies -- creating an adaptive technology infrastructure that can streamline operations, increase market value, and support new and cost-effective sources of productivity and growth. This distributed services strategy is built around our integrated concept of using best-in-breed service delivery methodology to reduce costs and increase efficiency. Elements of our program include:

- Business continuity/disaster recovery
- Data Center design & consulting
- User network storage
- Security services

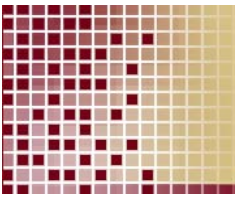
- Configurations, technical architecture and consulting
- Distributed desktide strategy and support
- Distributed application server design, management, and support
- Multivendor Break/fix maintenance
- Moves, adds, changes, and installs
- Multi-disciplined, certified technicians, project managers & systems engineers
- Parts inventory and distributions systems
- Strong alliances and partnerships
- ITIL-based service management processes and tools
- Technology sales
- Leasing options
- Automated software installations, updates, and support
- Image Deployment, Management and Development
- Equipment Staging and Distribution Services
- Asset management

## OUR PROCESSES

Processes play a significant role in the deployment of new product life cycle services projects and the seamless management of an existing infrastructure. To that end, ASI has committed significant resources to develop and refine leading-edge management processes that are time tested and virtually foolproof.

ASI maintains a staff of experienced technical project managers to assist clients in the implementation of the entire IT lifecycle. We are responsible for all elements of a project -- from need assessment to implementation and ongoing support. Our project managers use formal PMI project management techniques throughout project initiation, process development; plan development and project deployment to:

- Do it right the first time
- SLA compliance officer
- Provide framework to ensure mutual success
- Define a process for all parties involved
- Minimize risk and ensure quality
- Ensure quality services on time and within budget
- Ensure best-business practices and methodologies
- Utilize formal change management processes



ASI recognizes that to support rapid growth, we must provide consistent, high quality, and responsive services while maximizing resource utilization and managing costs. ASI accomplishes this, in part, through a formal set of robust Operational Practices aligned with the Information Technology Infrastructure Library (ITIL) Service Management processes. The ITIL practices are published by the Central Computer and Telecommunications Agency (CCTA) of the British Government, and provide a comprehensive framework for IT related service management. These practices consist of a set of guides, tools, roles, and measurements that enable ASI to effectively manage the delivery of consistent and reliable infrastructure services.

To ensure compliance with process guidelines and thereby provide consistent and predictable service delivery, ASI established an organizational project management office (PMO) with specific roles and responsibilities tied to service delivery. This includes the designation of an engagement manager responsible for facilitation, administration, and coordination of the various processes. A key responsibility generating and distributing reports reflecting process activities internal to ASI and through the PMO.

## **OUR APPROACH**

Our approach to outsourcing is based on industry best practices, experience, and partnership with leading companies, original equipment manufacturers, system integrators, and other technology-driven partners.

### **We take as much responsibility as you like.**

We work in partnership with our clients' staff as their trusted advisor to identify processes that they can manage internally or outsource to ASI. We help clients determine what their IT staff does best, where to focus resources and where to use supplementary assistance.

As a full-service outsource partner, we assist our clients in all phases of the information technology cycle. Clients repeatedly rely upon our "best practice" approach and first-hand knowledge of their enterprise environment for the right solution. Our broad range of solutions and technical specializations, all unified and delivered under a relationship management model, defines a unique value proposition to clients.

## **OUR FLEXIBILITY**

Whether clients want to design, procure, implement, or support an IT infrastructure, ASI draws from experience that is both broad and deep. Our credentials include experience in almost every type and size of IT environment.

We understand that business environments are unique and our experience encompasses environments which are large and small – corporate, institutional, and governmental. This experience gives us important advantages in understanding your organization and meshing with your systems and practices.

Our approach to working with clients is partnering the way it was meant to be - not just a trendy expression, but a practical reality, built on hard knowledge and long practice in supporting diverse needs. Moreover, we recommend changes proactively, allowing our partners and clients the flexibility and peace of mind to run their core business knowing that ASI is doing its job.

## **OUR PROFESSIONALISM**

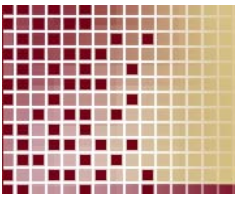
Delivering responsive, professional service, on hundreds of products and companies takes the resources of a sound organization. It also takes people truly dedicated to the task.

Our clients find this dedication in our field engineers who "give 100 percent." Help desk personnel who are "eager to help." And account executives and service delivery managers who are "responsive, knowledgeable and professional."

The team that supports each of our clients is charged with one responsibility - to guarantee the delivery of services that meets or exceeds customer expectations. We know how enthusiastically they meet this responsibility from the accolades received from clients and their willingness to recommend us to others.

## **STRENGTH OF LEADERSHIP**

ASI works to understand the business and technical challenges our clients face by focusing on high levels of achievement and individual contribution. Our proven track record in numerous complex business environments is outstanding.



## **THE RIGHT DIRECTION**

Charting the right course for success means understanding where businesses want to go and providing the people, processes, and technology to get them there. Clients value the flexible and innovative direction ASI provides.

## **COMMITMENT TO STABILITY**

Stability in motion is an essential element of good business. Through a foundation of financial stability, integrity and trust, ASI helps customers maintain stable business systems while they reach for the future.

## **TEAMWORK: WE WEAR YOUR BADGE**

ASI's culture of accountability takes the concept of teamwork to a new level. We are beside our clients throughout the voyage, helping them overcome the unknowns that real life inevitably brings. Along the way, we become an extension of their team. "We wear your badge."