

Managed Services

Tried and true strategy getting renewed attention

Managed Services is currently a popular buzz word in the information technology industry. From large companies such as Bank of America to corner convenience stores, businesses are flocking to this strategy in growing numbers. The concept is simple. A company outsources the management of their IT needs to an outside firm who manages and maintains the equipment and network.

So why look to an outside firm? There are many reasons to employ this strategy, but the simple answer is better service for less money. The following looks more specifically at several different benefits to selecting managed services.

Increased knowledgebase: The knowledge base found within a team is far greater than what any individual may possess. An outside firm with a dozen specialists could easily have well over a hundred years of combined experience, including first hand knowledge of limitless successes and failures.

Saving continued education costs: A tremendous training investment is required to keep pace with ever-changing information technology. Because service providers support many companies, they are able to distribute the cost of continued education across a broad client base. It is simply too expensive to provide one individual with the necessary level of training to effectively support a complex IT structure.

A good example is the thousand plus hours EXEControl Global Solutions has spent to perfect remote managed services, with a similar number of hours to perfect a Stonegate VPN/WAN hardware solution. Just these two items would require one person a year of training to obtain the knowledge found at EXEControl Global Solutions. That does not even consider the continued education that is necessary to keep pace with technology and implement improvements.

Retention of knowledgebase: Most IT individuals working for a non-IT company will be on to the next job within a few years. Once they leave, the next employee must re-learn everything the previous employee had done. Invariably, they then introduce their own techniques to the previous individual's techniques. Each time a switch in personnel occurs, the system becomes more convoluted and the ongoing reeducation costs continue to mount. With a managed service provider, individuals are

trained in the existing standard service structure and the system remains unadulterated.

Increased security: The danger of having a single individual maintain corporate security—with the ability to create user logon accounts, backdoors, change user permissions and clearance levels—is an unnecessary risk in today's world. The government fines levied against companies found to have compromised confidential information can easily put that company out of business. Managed services offers additional levels of checks and balances that an individual does not.

Overall cost savings: If a network is set up correctly, most companies do not need a full-time individual. Consider the cost of one or two IT employees—their salary, benefits, office space and turnover and hiring expenses, etc. An outside company could provide the service for significantly less.

Almost every company uses managed services in some area of their business. Whether it is outsourcing payroll, human resources, janitorial services, building maintenance, accounting, legal services, phone systems or any other area, using professional outside firms makes sense. And in no area does it make more sense than the expensive, ever-changing, security sensitive realm of information technology.

While the buzz is new, the service is not and EXEControl Global Solutions has been offering such services for decades. While other companies are rushing to provide such services, EXEControl Global Solutions has raised the bar even further by implementing services such as EXECwatch remote monitoring service. To learn more about EXECwatch, please see the article on the last page. To learn more about Managed Services, please contact EGS' Sales and Marketing Department (800.393.2875) today.

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Celebrating Sylvia Ebeling

In 1969, Sylvia Ebeling and her husband Dolph Ebeling started Ebeling Associates, now known as EXEControl Global Solutions. She worked full time as Vice President, Treasurer and office manager until retiring in 1988. Sylvia and Dolph purchased and restored the Glen Sanders Mansion (circa 1658) in Scotia, New York. It became the home for Ebeling Associates as well as being opened to the public as an historic landmark. In 1984 she began offering unique and elegant weddings at the Mansion.

Sylvia demonstrated her giving nature and her love of history through her involvement as the Vice President of the Schenectady County Historical Society Board of Trustees. She also served as a coordinator of lecture series at the Schenectady Museum and member

of the Museum's long-range planning committee.

After retiring she focused her efforts on assisting the disadvantaged through Bethesda House and by serving as a board member and chief fundraiser for Habitat for Humanity. With her gift of enthusiasm, organization and a generous heart, she committed her life to her family and community and has left a legacy from which both continue to benefit and prosper.

EXEControl Global Solutions is proud to count her among the people who have contributed to their culture and success. Sylvia Ebeling, 88, passed away peacefully in her home with her family at her side on March 26, 2008. She is survived by her husband, two children, two grandchildren, three great-grandchildren and two sisters.

Meeting Individual User Needs via Screen Changes

EXEControl now supports having multiple sets of screen changes for a single entry screen. This allows different users to have the same screen configured specifically for them.

Screen layouts specific to a user are useful for a number of reasons including security. For example, a manager could have access to a field that is removed from the generally used entry screen.

Another application is the ability to create multiple versions of an entry screen for different functional purposes. For example, customer order entry may be used to create transfer orders, enter wholesale sales and record retail sales. Each type of transaction may require different information from the user and would ideally behave differently. Now, three different screens can be

created for each of the three situations without the standard code being changed, and each screen can have different fields and different behaviors.

Screen changes are overlays that can be applied to any screen to change the appearance and functioning without changing the program code. Field names can be changed, as well as positioning, lengths and edits. Screen changes also provide the opportunity to add custom code segments for trigger points and other functionality. Changes remain intact even after an upgrade.

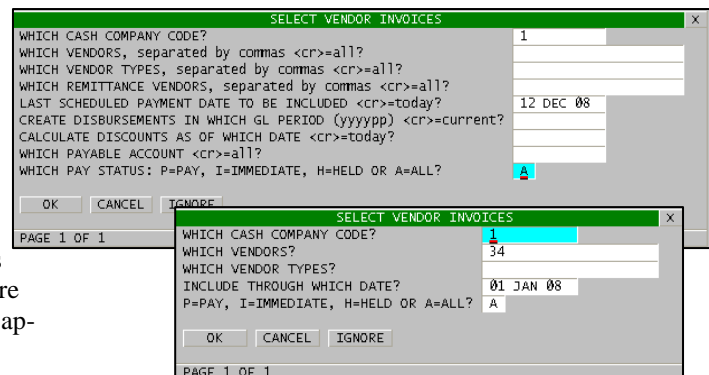
Every EXEControl Global Solutions client uses screen changes to streamline their processes, simplify data entry and add unique functionality to the standard screens. This enhancement makes this powerful feature even more effective and useful.

Expanding System Flexibility

EXEControl has supported user-defined changes for many years. These changes are overlays that may be applied to entry screens, report output, applications, messages and a variety of other places throughout the system without changing the underlying code. Now EXEControl supports changes to databoxes.

A databox is an informational box that pops up asking the user one or more questions. They are often used to prompt questions when entering an application.

Databox changes allow every client to tailor a screen to use terminology that suits them and allows them to streamline the interface by removing irrelevant questions. These changes are overlaid on standard programs and do not change the standard code.



The same databox standard and with an overlay for simplification.

This means that upgrades, future changes and support are easily provided.

Solving the Growing IT Equipment Disposal Problem

Electronics are the fastest growing portion of America's trash—with 350 million computers becoming obsolete over the past couple of years. EXEControl Global Solutions is determined to be part of the solution, not part of the problem. So EGS teamed with client Richard Bentley from Microtech Asset Recovery Services (MARS), to help the companies in the local corporate park recycle used IT equipment rather than send it to a landfill.

More than 4.2 million tons of electronic waste is buried in U.S. landfills each year. The electronic waste (e-waste) refuse stream is growing at a rate of 3-5% per year, making it the fastest growing refuse problem in the world.

In one recent year 314 million computers were thrown away, containing 1.2 billion pounds of lead, 2 million pounds of cadmium, 1.2 million pounds of hexavalent chromium, and 400,000 pounds of mercury. Each computer, monitor, or other device contains anywhere from 2-8 pounds of lead. In addition, these products contain hazardous chemicals like arsenic and heavy metals such as cadmium, beryllium, and mercury.

The EPA says between 80 to 85 percent of annual municipal electronic waste (e-waste) -- 1.5 to 1.9 million tons -- is simply discarded.

EGS is proud to say this is not on the case on

Corporate Drive in Clifton Park, New York. Together, EGS and MARS—who specializes in IT asset recovery—scheduled a free pickup. Almost half of the target companies scheduled an appointment. Together the following were recycled:

Computers	50
Monitors	60
Printers, copiers, scanners	40
Keyboards, mice, etc.	100

This totaled 2,500 pounds of equipment.

MARS (www.controlnetwork.com/assetrecovery.html) provides services compliant with EPA Protocols, HIPAA, DEC, and DOD requirements. Their goal is to reuse or recycle 500,000 pounds of e-waste annually, over 20,000 devices.

MARS does not work with processors who export hazardous scrap to developing countries. After being sorted for reusable equipment, e-waste is safely processed and kept out of landfills, incinerators and prison recycling operations.



Before



After

News and Notes

- EXEControl Global Solutions is proud to announce the addition of Thomas Kramer to the support department. Currently residing in Malta, Tom holds a dual degree in Computer Science and Applied Mathematics. Tom's prior experiences include applications development, as well as managing a multi-million dollar company.
- EXEControl Global Solutions was happy to be able to support the Chief Executives Network for Manufacturing's 8th Annual Education / Scholarship Fund Golf Tournament. Over a hundred golfers participated in the event which raised over \$12,000. It was a great opportunity to support a worthy cause while socializing and showing appreciation to clients.
- Congratulations to Allan Robison, President and CEO of EXEControl Global Solutions. Allan was honored during a recent APICS meeting for his 15th year as a member of the operations management society.
- Andrew Robison, son of Allan Robison, was the proud recipient of the 8th Annual Chief Executives Network scholarship award. Andrew Robison will be majoring in Mechanical Engineering with a concentration in renewable energies at RIT (Rochester Institute of Technology).



Thomas Kramer

Feedback and Ideas

EXEControl Global Solutions values your feedback and ideas. If you have any questions or comments about the articles you have read or suggestions for future issues, please let us know. Please direct your suggestions and comments to feedback@execontrol.com or call 518.688.8700.





9 Corporate Drive
Clifton Park, NY 12065

What is EXECwatch?

Having the ability to detect any potential issues before they grow into larger problems is of great benefit to every company. EXEControl Global Solutions' EXECwatch remote monitoring service does exactly that. Using EGS developed solutions, EXECwatch monitors for potential issues 24 hours a day, 7 days a week. EGS' remote monitoring identifies potential problems before they develop and has the capability to monitor network connectivity, system errors, disk space, virus issues, and much more.

Additionally, EXEControl Global Solutions has added new features for transaction log status, port connections, email status, fax status, database space availability and more. The following real-life examples illustrate just how useful this monitoring tool can be.

One day, an EGS client with two thin client servers experienced a hardware failure in one of the servers. Users had no idea something was wrong because

once they got kicked off, they simply reconnected and logged into the other server. However, the rollover worked so well no one realized the failure had taken place. Without the remote monitoring service, nobody would have known that one of the servers had indeed failed and corrective action needed to be taken.

In another case, an EGS client lost power after business hours resulting in their servers going down. As soon as their system went down, EGS personnel were notified via the monitoring service. Without this service, nightly processing and reporting would not have taken place and the client would have lost valuable production time in the morning while the server was restored. Instead of the system being down all night and into the next day, they were able to be up and running when everyone showed up the next morning.

To find out how EXECwatch can work for you, please contact EXEControl Global Solutions Sales and Marketing Department (800.393.2875).

