

I.T. OUTSOURCING FACTS!
WE SAVE TIME. YOU SAVE MONEY. GUARANTEED.



Catalyst Network Solutions I.T. Resource FACTS

Catalyst Network Solutions



Prepared by:
Michael J. Gregg, C.E.O / Owner

Created on: March 11, 2008
Last Saved on: March 14, 2008
Version: 1.4.26



This document is suited best for Small to Medium sized business **with 0 – 2 on-site full-time currently employed technical representatives** with less than **80 Servers, and less than 250 desktops**. For large scale I.T. support please call us at 780-669-2592 or e-mail info@catalyst-solutions.ca for details.

Take an in-depth look at your I.T. budget. Cutting I.T. spending is easy. However, explaining to stakeholders why there is a loss in service or reliability is a different notion. **What if it was possible to cut costs but maintain a high level of service and reliability?**

It is possible! With Catalyst Network Solutions at your side! Within this document is a detailed breakdown of how Catalyst Network Solutions will save your company time and money. To do this, we offer dedicated service agreements that are extremely cost effective when considering an I.T. service provider. All of which are able to offer 24/7 availability to Catalyst Services.

We have expanded our site locations in **Edmonton** and **Vancouver**; this means that our clients experience enhanced response times in both areas, and more FREE service (on-site and remote) hours within our NEW Block Service Agreements.

There has never been a better time to take a closer look at how Catalyst Network Solutions can benefit your bottom line!



Catalyst Network Solutions – Why should I consider outsourcing my I.T.?

Over the past 6 months, Catalyst Network Solutions has been conducting advanced market research into our competitors pricing and level of support. We have found that we are **able to resolve 93% of all issues with the first call, and we resolve most issues in less than 20 minutes.** – That is (believe it or not) almost unheard of in the industry. – Companies that offer a similar level of service in this percentage band would rival that of direct service from Microsoft, IBM, Dell, and Apple. Each of these companies charge much more for corporate level support than our standard rates for business level support calls, and typically encounter much longer wait times than 20-40 minutes with AD-HOC calls.

While Catalyst Network Solutions realizes we are in no way the size of Microsoft, IBM, or Dell, nor are they are competitors by any means. We are able to offer a level of quality, knowledge, and professionalism that is above and beyond what our local competitors are capable of.

- How is that possible?

Our Staff. Catalyst Network Solutions allows your company to gain access to the most elite and trained I.T. support personnel. How will that reduce your I.T. costs?

Simple... Having access to our vast array of industry qualified support specialists ensures that you have access to the technician **you need, when you need it, and nothing less.**

Does your company have a full-time I.T. administrator on-site, or are you looking to hire another one?

Consider this. On average, most small to medium sized businesses are looking for a certified Microsoft professional. They will need to take the time to **recruit, interview,** and **hire** this skilled resource, and for this process to provide **any level of benefit** to our client, this new hire **should** have at **least 3+ years of experience** and an **entry level Microsoft certificate** as well.

Even then, this professional may not be able to perform any advanced network level support (Cisco/Astaro, Firewall or WAN, Basic to Advanced Server Security, DNS, DHCP knowledge, etc.) and will generally not have any open source experience (Linux/Unix) **and will generally cost \$35,000 – \$60,000 per year**, including benefits, and training, etc. This resource may / may not have any server level experience as well, nor will this person have access to partner level resources with companies like Dell, or Ingram Micro.

Why pay a full-time resource to do a job that should maintain itself, or only require a small amount of maintenance to function correctly? (For smaller sized business and networks)

Get the MOST for your money, get Catalyst! - When you obtain **ANY** Service Agreement from Catalyst Network Solutions you gain access to **ALL** of the following services for your business, 24/7.

Trained **Cisco, CCNA, CCDA** personnel, fully certified Microsoft, **MCP, MCSE** personnel, **VMWare certified, N.A.I.T C.N.A** Certified, 3-5+ years of **Open Source Unix/Linux** Experience, **24/7 Support, 5-8+ years Windows Server 2003** experience, **5+ Project Management** experience and a **single point of contact - dedicated support/account representative.**



Catalyst Network Solutions – A Clear Picture... Crystal Clear.

How does all of this work?

To obtain information about our dedicated service agreements, simply send us an e-mail at www.catalyst-solutions.ca/contactus.php -or- you can phone us anytime at **780-669-2592**. Tell us as much as you can about your site; and other I.T. needs and requests, and we will respond by booking a '**Free Network Assessment**'. Our network assessment is industry leading, non-intrusive, and has a value of over \$350.00; yours absolutely free. The assessment will take between 1 – 8 hours depending on the size of your network, and will allow us to create a custom proposal for your immediate needs, as well give us a clear picture as to where your I.T. scenario currently stands.

In short, Catalyst Network Solutions is completely devoted to serving our clients with service that is above and beyond their expectations.

Nevertheless, we know that we have even more to offer you as your most trusted I.T. Support and Hardware solution provider.

Choosing your dedicated service plan, will not only allow Catalyst Network Solutions to **guarantee you a level of dedicated service**; it can **save you money with every term you renew!** Showing your commitment to Catalyst enables us to continue research into providing new and exciting ways* to solve problems and provide support in the future!

(*Catalyst Network Solutions HomeShield appliance! See the flyer at:

<http://www.catalyst-solutions.ca/HomeShield.pdf>)

Catalyst Network Solutions - Superior Service, Rock Solid Reliability.

I.T. OUTSOURCING FACTS!
WE SAVE TIME. YOU SAVE MONEY. GUARANTEED.



Catalyst Network Solutions Partners





Catalyst Training Information

Cisco CCDA

http://www.cisco.com/web/learning/le3/le2/le0/le4/learning_certification_type_home.html

Cisco CCNA

http://www.cisco.com/web/learning/le3/le2/le0/le9/learning_certification_type_home.html

Microsoft MCSE

<http://www.microsoft.com/learning/mcp/mcse/default.mspx>

Microsoft MCP

<http://www.microsoft.com/learning/mcp/mcp/default.mspx>

CompTIA A+

<http://certification.comptia.org/a/default.aspx>

CompTIA Network+

<http://certification.comptia.org/network/default.aspx>

N.A.I.T C.N.A.

http://www.nait.ca/program_home_14269.htm