

Digi-Data Systems Limited



# Corporate Profile



[www.digi-data.com](http://www.digi-data.com)

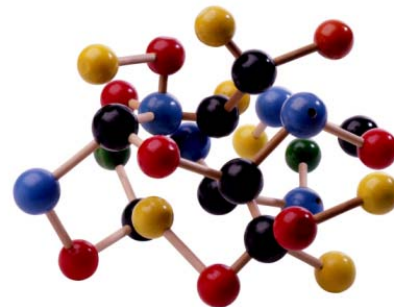
## About Us

### Who Are We?

Digi-Data Systems Limited is a leading provider of technology-based business solutions in the Caribbean. Established in 1984, Digi-Data is customer-focused and continues to differentiate itself through quality, innovation and the ability to fully comprehend how technology supports its customers' strategic objectives. In many instances, effective support of an organisation's goals, allows organisations to maintain a competitive edge while simultaneously increasing productivity and profitability.

At Digi-Data, we continually reassess ourselves so as to maintain and increase our relevance to our customers and their need for the use of technology to support their business objectives. This is achieved through the building of strong business relationships which allow us to have an intimate understanding of our client's business needs. In turn, this allows us to find the best technology to assist in achieving your business objectives, and in defining the return on technology investment .

Possessing twenty plus years experience in the I.T. industry, allows us to present diverse views on the many different issues and situations organisations face on a daily basis. This experience not only comes through the delivery of projects but also via professional training. All of Digi-Data's personnel are required to be trained and certified in their areas of expertise so that the highest quality of service is delivered.



### Our Mission Statement

Our mission at Digi-Data is to achieve and sustain profitable growth and to maximize customer, employee and shareholder value. Digi-Data will achieve this through the quality of its people, experiences and its technology solutions.

## Why Choose Digi-Data Systems Limited?



- **Your success becomes our achievement.** We listen to you and work side by side with you and your team to implement the best solution that would have the highest return on technology investment. When new challenges are brought forward we also work closely with our partners for guidance.

- **We deliver superior post sales support.** Through our ability to honor our partners warranties; delivery of customizable SLAs; and the competencies of our qualified engineers, you can rest assured that your investment is protected.



- **We invest in our people** so that they are equipped with the knowledge to handle your I.T. needs. All of Digi-Data's personnel are required to be trained and certified in their areas of expertise. What does this mean for you? With the relevant knowledge and understanding we are more efficient in designing and developing a solution so as to minimize project completion time and ultimately to provide you with the best possible service.

- **We educate our customers.** We know the pressure that you face in making technical decisions for your company. That's why we take the time to keep you informed of industry best practices and solutions best suited to your business.



- **We are dedicated** to getting the job done right the first time.
- **We possess 25 years of I.T. experience** in serving various industries both locally and regionally; in both the private and public sector. This allows us to present diverse views on the many different issues and situations organisations face on a daily basis. This experience is not only gained through the delivery of a diverse portfolio of projects but also via certification.



## Our Clients

DDSL's customer orientation and service culture has led to enduring bonds with clients. We assist our clients with the development of I.T. concepts, leveraging recognized and hidden opportunities.

Our expertise extends across a wide variety of industries and business sectors such as:

- Government
- Financial
- Telecommunication
- Education
- Oil & Gas
- Other



## Business Solutions

Our team of professionals at Digi-Data Systems Limited can assist your organisation in all stages of your IT management project. Our solutions can also be integrated with existing tools whenever possible to further add value to our services.

The aim of Digi-Data is to ensure a successful implementation of a solution that is consistent, economical, and scalable to meet the business needs today and in the future of our clients.

Our Business solutions include:

- **Infrastructure Solutions**
- **Security and Remote Access**
- **Electronic Content Management**
- **Unified Communications**
- **Virtualization Solutions**



## Infrastructure Solutions

Organisations have to rely heavily on the infrastructure that assists in supporting the achievement of their business objectives. To this end the organisation's technology infrastructure must be reliable, robust and scalable.

Digi-Data, having provided solutions in this technology area for the past twenty-five (25) years, understands the challenges organisations face.

Data centre operations are considered to be the 'engine room' of any organisation, and therefore should be carefully designed and built to be dependable. We have listened to you and the experience gained has allowed Digi-Data to truly understand your business issues and to develop solutions to those issues in this specific areas.

Computing platforms, directory services, messaging and collaboration, power conditioning, racking systems, system cooling and servers are all important components that make up the data centre infrastructure. It is imperative that these components are carefully chosen and integrated to create a complete support structure. Careful consideration must be paid to the precise configuration of this environment so that the service levels required are achieved.

In order to ensure that this environment effectively supports the organisation's goals, Digi-Data has chosen to work with proven industry leaders like HP and Microsoft to ensure that the objectives outlined are achieved.



## Security & Remote Access

With so much vital company information stored and exchanged electronically, the inability to protect and defend company information poses a significant threat to the well-being of businesses of all sizes and types.

Unfortunately, the prevalent fragmented "point product" approach to security implementations can be ineffective. Good security requires a big-picture approach, through proper planning, to more accurately determine threats, vulnerabilities, measures and counter-measures. In addition to point products, and effective integration with each other, organisations must understand the non-product factors, including the human and social issues that impact security.

We employ standards-based methodologies in order to determine where your organisation's risk exposure is greatest. Having determined this, recommendations are made with regards to what can be done in order to mitigate the said risk (s) to the organisation.

More recently organisations have been dealing with the challenges of securing information that is being used by teleworkers and on-site employees alike. Secure application delivery and the full suite of remote access capabilities it brings have been assisting our customers in overcoming the challenges mentioned earlier; while maintaining high levels of performance, availability and security.



## Electronic Content Management

In any given organisation, documents and other types of content (digital files, etc.), once created, can be edited, duplicated, corrupted and even lost. In today's legal system, retention policies call for compliance and as a result there is a growing pressure to manage all content more effectively. Even in times of disaster, proper content management has allowed for ease of disaster recovery and facilitates business continuity.

Digi-Data's Electronic Content Management solutions allow you to electronically capture, store and manage literally any type of content generated and/or used within your organisation. This includes paper reports, application files, e-mails, web content etc. This digitized content can then be used in the processes driving the business' operations.

Some of the immediate benefits derived from using an Electronic Document Management system include:

- Being able to share the full spectrum of information with whoever needs it, when they need it;
- Savings that result from eliminating paper and microfilm;
- Increased productivity through the elimination of time lost due to sourcing content placed in disparate locations throughout the organisation;
- The collaboration and innovation that arises from better informed professionals; and the deeper relationships that are forged with better-served customers and partners.



How are you  
keeping track  
of your documents??



## Unified Communications

In the world today, businesses demand that their communication needs are ubiquitous. Organisations like to know that they can be reached at anytime, over any device, from any location, be it mobile phones, land lines, e-mail or instant messaging, with this occurring all from one central point.

Integrating all forms of communication platforms allows an organisation to be more agile and efficient, thus placing them a pace ahead of the rest.

Digi-Data can help you integrate your instant messaging, e-mail messaging and voice platforms into a single communication tool.

## Virtualization Solutions

Organisations today are seeking to enhance and re-engineer how their data center and end-user operations support their business goals and objectives. No longer are they equipped with the ability to acquire resources to address all aspects of their business. Essentially, businesses now have to do more with less.

Some of the challenges that hinder the achievements of effective business operations include the under-utilisation of server resources; application incompatibilities, increased administration of individual physical systems, as well as, seamless disaster recovery and business continuity.

The virtualized environment addresses all of these challenges and should be a key element of every company's business plans. By taking advantage of virtualization technologies one can easily improve the efficiency of data centers, as well as, lower the cost of ownership. Having several separate applications in a virtualized environment allows these applications to easily share, access and utilize resources.



## Service Desk (Solutions Support)

Digi-Data's Service Desk is a central repository that tracks, measures, reports and helps in the improvement process for the delivery of quality IT Services to you, our valued customer. It therefore plays a pivotal role in the management and delivery of services as defined by our customer's expectations.

The Service Desk is the Single-Point-of-Contact (SPOC) for all customer interactions. It is responsible for the efficient and effective communication with the customer. All customer interactions are recorded and continuously reviewed to ensure customer satisfaction. The service desk is guided by process, procedures and industry best practices derived directly from the ITIL framework.



## Snapshot of Past Projects

Throughout the years, Digi-Data has successfully conducted several projects within the solution portfolio in the various industries. Here are some of the past projects.

### Infrastructure Solutions

- Establishment of secure internal and external connected platform using wired and wireless local area networking and secure internet access for a Government institution.
- A corporate network upgrade (included 55 sites throughout T&T). Implementation of a high speed network back bone infrastructure, which also facilitated the use of Voice over IP (VoIP) technologies, for a Telecommunications company.
- Consolidation of disparate storage components into high capacity storage solutions based on HP's EVA Storage Area Networks (SANS) for organizations in Banking and Finance, Government and Telecommunications sectors.
- Reduction of Data Center server footprint and increased application processing through implementation of HP's Blade and Integrity Server Systems, for the Education, Oil and Gas and Utility sectors.
- Establishment of user identification mechanisms and redundant messaging platforms using Microsoft's Active Directory and Exchange Server.

## Snapshot of Past Projects cont'd...

### Security & Remote Access

- Mitigation of security risks in various organizations using perimeter protection technologies from CheckPoint and Microsoft. This was done for various companies in the Government, Manufacturing and Utilities sectors.
- Due diligence mechanisms implemented within a Government Institution.
- Secure remote delivery of applications to outsourced parties using an SSL-based environment and application virtualization.

### Electronic Content Management

- Automation of the processes associated with the retrieval of historic documents, dating far back as 1956. The documents were also converted into a digitized form in order to compliment the retrieval process; and can be accessed from remote locations. The documents numbering approximately four (4) million, are situated at a Government institution.

### Virtualization

- Government agency wanted to fully utilize limited human resources more effectively. Datacenter and end user operations were mitigated to a virtual environment.

## Our Partners

Together with some of our listed partners, our proven solutions and unrivalled experience can help you realize the full potential of your business.

We are strategic partners with:

- Citrix - Silver Solution Provider
- Hewlett Packard (HP)
- Microsoft - Gold Certified Partner
- Cisco - Premier Partner
- CheckPoint
- Hyland-On Base
- Twisted Pair Solutions



Premier  
Certified





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