

Digi-Data Systems Limited



Corporate Profile



www.digi-data.com

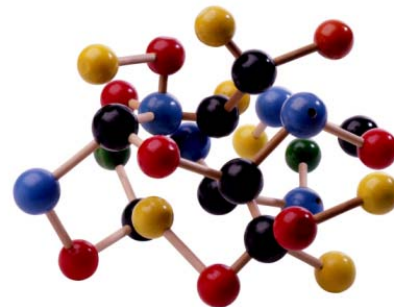
About Us

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 organization's goals, allows organizations 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 organizations 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

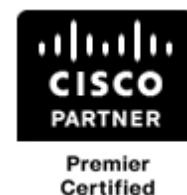
Our mission at Digi-Data is to create and bring value to our major stakeholders. Digi-Data will achieve this through the quality of its people, experiences and its technology-based solutions.

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



We also provide solutions in international brands such as :

- APC
- Symantec (Silver Level partnership)
- Enterasys
- Aladdin
- RSA
- Borderware

Our Clients

DDSL 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



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 assure 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 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 inform you and keep you posted 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 organizations face on a daily basis. This experience is not only gained through the delivery of a diverse portfolio of projects but also via certification.



Business Solutions

Our team of professionals at Digi-Data Systems Limited can assist your organization 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

Organizations 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 organizations face.

Data centre operations are considered to be the 'engine room' of any organisation, and therefore should be carefully designed and built to be robust, scalable and reliable. 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 integration 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.

Our business partners include:

- Hewlett Packard (HP)
- APC
- Microsoft

INFRASTRUCTURE SOLUTIONS

- Computing Platforms
- Messaging and Collaboration
- Portals

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, organizations 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 organization'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 organizations 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.

The brands we use include:

- Cisco
- Checkpoint
- Citrix
- Microsoft
- Symantec
- Enterasys



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 locating content located 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.

Our business partner includes:

- Hyland



Unified Communications

The best network is only as good as its design. To effectively support the core of any organisation's operations, robust, scalable and reliable switching and routing solutions are essential to the sharing of data and information. This is achievable through the implementation of well-known and trusted brands which can assist in providing the service levels that organizations come to expect.

Digi-Data possesses extensive experience in Networking and Voice solution and has had a long tradition of strong performance in these areas. Together with our business partners, we are capable of providing services such as the following:

- Auditing
- Design
- Configuration and Change Management
- Incident and Problem resolution

Strategic business partners include:

- Microsoft
- Twisted Pair Solutions

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

Networking Infrastructure

- Secure Application Delivery Installation (Point-to-Point Island Data communication) for a Caribbean-wide Insurance company
- Wireless & wired LAN, internet access and VPN installation for a Government institution
- An Application Deployment Solution for a large financial company
- A Corporate network Upgrade (included 55 sites throughout T&T) – Implementation of a gigabit backbone and also VoIP for a Telecommunications company
- A fully integrated Citrix implementation for a Telecommunications company
- Implementation of Storage Area Networks for Government ministries



Snapshot of Past Projects - Infrastructure solutions cont'd...

Network Management and Service Desk

Partnered with another IT company for an implementation of HP Open View Service Desk and Network Node Manager for an Oil & Gas company.

Data Centre

- Enterprise Level Servers - OVMS, Tru64, UNIX, HP-UX Clusters for a Telecommunications company
- Supply and installation of HP ProLiant Servers and HP Storage Works solutions at many Government institutions including HP Blade System Solutions and HP EVA SAN solution
- Supply and implementation of large UNIX Servers for a local Utility company
- Replacement of existing hardware for a Utility Company's mission critical applications using clustered HP Integrity Servers, HP-UX and HP SAN Storage
- Implementation of a HP Storage Works EVA5000 SAN for Windows and Linux application environment for an Oil & Gas Company
- Three (3) SAN Solutions in a highly available configuration for a large Telecommunications company
- Two (2) HP Blade System Solutions with HP Storage Works EVA4000 SAN for a company in the Banking Sector
- HP Blade System Solution with HP Storage Works EVA4000 SAN for a company in the Financial Sector
- Supply and installation of approximately 50 Intel Servers, HP Blade System and HP Integrity Servers for a Telecommunications company

Continued on page 13

Snapshot of Past Projects - Infrastructure solutions cont'd...

Data Centre cont'd...

- Supply and implementation of twelve (12) servers and HP Storage Works EVA SAN for a Port Corporation
- Supply of twelve (12) HP ProLiant Servers for mission critical Oracle environment at an Oil & Gas company
- Implementation of HP Integrity Servers, HP EVA6000 SAN and HP Backup Solution for mission critical SAP ERP Application at an Oil & Gas Company
- Supply and implementation of HP9000 Servers with HP-UX and two (2) HP EVA SAN's at a large Educational Institution
- Supply and implementation of HP Blade System with SAN at a large Educational Institution

Enterprise Management Solutions

- Microsoft Exchange 2003 messaging and collaboration migration exercise for an energy sector
- Implementation of Microsoft Exchange 2003 cluster for two Oil & Gas Companies
- Implementation of Windows Active Directory for several companies in various industries.



Snapshot of Past Projects cont'd...

Security & Remote Access

- Implementation of Checkpoint perimeter security solution for a local Utility company
- Full Security Audit for a Caribbean-wide Telecommunications company
- A Checkpoint perimeter security solution and use of Microsoft perimeter security solution for Mail Relay for an Energy sector company
- Implementation of Microsoft perimeter security solution for a Utilities Company
- Extensive Checkpoint perimeter security solution for a Telecommunications company
- Checkpoint perimeter security solution for a Manufacturing company
- An Intrusion Detection System (IDS) for a Government institution. The IDS would be used to detect and respond to unauthorized activity on their network.

Electronic Content Management

- Eighteen (18) month implementation of an Electronic Document Management System at a Government Institution where documents were converted from 1956 – 2009 and trained the customer on how to add current documents daily.
- Implementation of an Electronic Workflow System at two Government offices in order to automate internal business processes.
- Provision of email archiving solution at a financial institution in order to reduce the volume of mail on the clients Exchange server via “stubbing” and integrating with Outlook.
- An expansion of a Document Management System which was originally implemented at a Government Institution to two other ministry locations. This project entails the conversion of thirty-three (33) document types from the various divisions. The total number of documents converted to date amount to 4 million.



Digi-Data Systems Limited

96 Wrightson Road, Port of Spain,
Trinidad, West Indies.

Tel: (868) 623-6658

Fax: (868) 623-0978

Email: sales@dig-data.com