IDSI

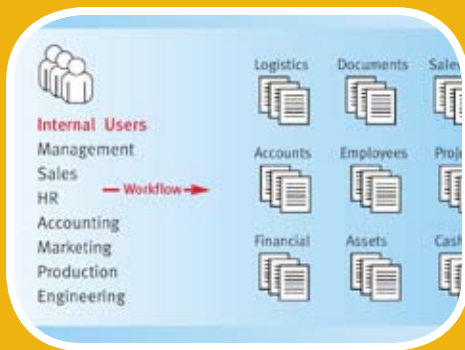# Your Technology, Our Obsession

IDSI

innovative data solutions, inc.

3 VITAL WAYS WE CAN HELP YOUR BUSINESS:

Outsourced IT Solutions

Complete ERP Solutions for Accounting, Distribution & Manufacturing

Telephony and Network Infrastructure & Security Solutions

There are a million self-proclaimed techies out there—but they're hardly experts.

At best, they know slightly more about your hardware or software than you do.

From sole proprietors and startups to the Fortune 500, virtually every business needs to lean on outside IT talent at certain points.

That's why there are hundreds if not thousands of technology companies, not to mention all those neighborhood "computer guys" claiming they can help.

Most of them can stop the bleeding. But can they find and eliminate the causes? In other words, do they really have the maturity and the know-how to do more than suggest a "band-aid" remedy?

At IDSI, we know a lot.

We're a team of senior level technologists. Every one of us brings at least two decades of experience. Our professionals know how technology works, and how businesses use systems to improve their operations and competitiveness.

We know how to pick it, how to configure and modify it, how to troubleshoot and fix it, and how to manage it as an organization evolves.

We also know our customers—their specific business goals and challenges, what they need their systems to do, what they use today (and used before that), and the extent of their own technical capabilities and aptitude.

And we have an astute appreciation for what absolutely drives their team crazy.

This deep understanding of computers, networks, and programs—as well as the relationship between businesspeople and the devices and applications they depend on every day—has been the key to our success for the past 18 years.

Everything we do revolves around providing the very best technical solutions and support— from compensating the members of our team, to selecting the software partners we represent, to pursuing certifications, to being active in our communities.

No gimmicks, no splashy advertising campaigns, no consumer services or home PC products.

And here's one other thing we know: **once a company sees our work, they'll quickly realize they can't do without us**.

"The IDSI team is very personable and knowledgeable. With our special customization needs, they have had the creative ability to solve problems so our business can operate as effectively as possible."

— Robin Dunlap, Customer Services Manager
Jackson ImmunoResearch Laboratories, Inc.

3 VITAL WAYS WE CAN HELP YOUR BUSINESS:

Today's companies rely on all types of technology. Basics like email, spreadsheets, and word processing, to complex network architecture and robust software suites or web applications—with a ton of other instruments and appliances in between.

As professionals, we expect these essential tools to do precisely what we want them to do for us, at every instant we need them. If our systems aren't up-and-running, and flexible enough to move with the ebbs and flows of business, it's maddening. And costly.

IDSI excels at developing, implementing, and maintaining comprehensive business IT strategies.

We lend our knowledge and experience in several key areas of IT to advance our customers' productivity, and to help drive their ongoing success. The depth and consistency of each relationship leads to better support and recommendations. We're able to understand the subtleties as well as anticipate future needs and challenges before they pose a problem.

Our attention to detail is another one of our hallmarks. Whether we're diagnosing a recurring computer hiccup, customizing a sophisticated software deployment, or launching an enterprise-wide Voice over IP solution, we painstakingly address every intricacy to make sure the technology performs as it should.

That's our commitment to you.

Vince Loro founded the company on those ideals back in the late-1980s—and it's the promise IDSI's been delivering on ever since.

Outsourced IT Solutions

Virtually every small and mid-sized business faces the same decision relative to its information technology: build or buy?

For many, it's a tough dilemma that causes stress and cripples productivity. Too often, a business leader elects to move this responsibility outside his or her organization only after they've been victimized by limited capabilities and costly internal staffing.

This scenario is one that's very familiar to IDSI. Truth be told, it's our bread and butter. We've saved hundreds of companies, because we have the experience and savvy to engage almost any technical challenge and bring smart, effective answers.

Core Computer Support Services

- PC setup & network configuration
- Hardware/software installation & upgrades
- Troubleshooting & diagnostics
- Virus, spyware & pop-up prevention
- Data backup & recovery
- Ongoing computer training

Computer Graphics & Systems Design/Support

- Custom application configuration & installation
- Network design & optimization
- Workflow & sharing design
- Electronic workflow
- Color calibration from input to output
- Custom computer design
- Font management
- Training

Complete ERP Solutions for Accounting, Distribution & Manufacturing

Investing in the right software solution for your business begins well before you pull the trigger on a purchase.

IDSI's highly trained professionals are skilled at determining the optimal method for automating your business. We initiate and participate in a strategy to analyze, improve, and streamline your information and operational procedures.

Our process starts with defining your challenges and goals. Once the objectives are clear, we then recommend options within your budget to turn your company into a smooth, proactive environment.

Our team is decisive in matching the best available products to each environment. And once we've found the right fit, our implementation experts handle a wide range of on-site services. Procedural controls, education, and logistical changes may all be necessary to deliver the fit and functionality each customer requires—and performing these refinements efficiently and accurately is crucial to the end result.

IDSI's professional consultants are certified in Exact/Macola applications, as well as several other leading business packages. And we bring other business credentials, as well: CPA, CPIM, and MBA.

Network Infrastructure & Security Solutions

A good network infrastructure is more than just a lineup of equipment—it's a system that's been carefully selected and matched to its environment, properly configured and optimized, and maintained to ensure maximum uptime and performance.

Do you have a staff with years of experience in multiple facets of the industry, plus a close working knowledge of your particular business applications?

We're certified and intimately familiar with an endless range of business scenarios, manufacturers, and wish lists. In addition, strong relationships with proven players like 3Com, Microsoft, Cisco, HP, Veritas (now Symantec), XO, Whaleback, and others allow us deliver the quality and dependability your company demands.

Plus, IDSI customers are supported by individuals they know and trust—dedicated consultants who know your organization and your systems inside and out. And companies with little or no in-house support have access to talent that would otherwise require additional staffing.

Telephony, Networking & Security

- VoIP system design & implementation
- Internet connectivity
- LAN/WAN design & optimization
- Server-based application design
- MPLS & VPN design & implementation
- Firewalls & spam/virus protection
- Data backup & disaster recovery
- Remote monitoring & management

(plus many other related services)

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Technology is our business—but it's more than that. **It's our craft.**
And in many ways, our obsession. We've got the experience and know-how to manage your IT, software, and networks—making technology transparent to you, and making you more productive.

"We've been working successfully with IDSI for 15 years. While other vendors come and go, we appreciate knowing that IDSI is always there to provide support. The staff of IDSI, as a whole, honestly cares about the success of our business, and this sets them apart from almost all other vendors in the area. It is a very secure feeling knowing that expert help and advice is never more than a phone call away."

> — Bob Haussmann
> Chief Information Officer
> **Tabor Children's House, Inc.**

"We had to make a decision as to whether we need to bring in an IT staff or outsource this critical area of our business. To get their level of expertise, we would have to pay several employees well into the six figures. Using IDSI, we spend less than $20,000 a year. We've used IDSI to set up and train our personnel for our accounting systems and for designing and implementing our network infrastructure. If there is ever a problem, we know they are a phone call away—and they have never let us down. We are extremely happy with our decision to use IDSI for all of our technical needs these last 18 years and recommend them highly."

> — Mark J. McManus
> Executive Officer/Secretary
> **John S. McManus General Contractor**

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