

COMPUTER INFORMATION SYSTEMS MANAGEMENT AND TECHNOLOGY

TECHNICAL SERVICES DEPARTMENT

*“The **Art** and **Science** of Technology”*

Our aim at **Multi-Lynx** is to assist our corporate clients by providing them with expert resources to manage, lead or assist in all of their technology related efforts. Organizations building business solutions using **Multi-Lynx** services can receive benefits through a lower total cost of implementation, achieved by adherence to a sound solution delivery methodology.



THE MARKET

Increasingly, organizations are under pressure to accommodate, predict or create market demand in order to remain competitive. In an effort to meet these goals, Information Technology is often presented with the unique challenge of developing solutions, which embrace complex technologies, yet are easy to use.

Achieving this goal requires the use of resources utilizing acute business acumen and technical expertise, and yet capable of designing innovative solutions to new and old challenges. Based on these factors, many organizations have discovered the benefits of bringing in individuals or teams of subject matter experts, who are committed and have the expertise, and the focus to provide cost effective, directed solutions.

Organizations are faced with a myriad of options when devising business solutions. These include enterprise software applications such as e-commerce, PDM, DM, ERP, servers, security options, and productivity tools. While the choice of components, such as which program management system, or ERP system to deploy, is not trivial, the critical implementation success factor depends on the ability to get the entire system working as an integrated unit. This means the ability to deploy an integrated solution. At **Multi-Lynx** we believe that the key to achieving this objective is building *“The right team for the job”*.



PROJECT MANAGEMENT

The key to completing a project on time and on budget is to assemble the right team for the job. **Multi-Lynx** has both excellent project managers and a technically astute staff dedicated to the delivery of quality solutions.

At **Multi-Lynx**, we design our solutions to fit specific needs, budgets, and schedules. Our project management methodology allows us to deliver targeted solutions based on specific requirements, and includes a communication strategy designed to give our clients real time feedback on project status.

In the analysis phase of a project, **Multi-Lynx** ensures that we have appropriate time and resource at each stage of the project lifecycle to ensure the success of the project.



SUPPLEMENTAL STAFFING

Our goal is to provide highly knowledgeable technical staff to our clients at competitive rates. Whether you are looking for a web developer, hardware specialist, business analyst, or a project manager, **Multi-Lynx** will strive to provide the right person for your needs.

At **Multi-Lynx** we recruit internationally, and have one of the lowest turnover rates in the industry. Our resource pool consists of seasoned professionals averaging over 10 years in the Information Technology industry. Accordingly we have a backup pool of international talent.



CONSULTING

Multi-Lynx management consulting service is built upon a proven base of consulting in engineering and business systems. We have a strong resource pool of seasoned business professionals, engineers, and technicians who average over 10 years in information systems solution delivery.



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NETWORK DESIGN, IMPLEMENTATION AND TROUBLESHOOTING

Our certified networking professionals can design your LAN/WAN for efficiency, scalability and low cost of ownership. **Multi-Lynx** has dedicated networking staff knowledgeable in major platforms and many different networking technologies including Novell, Microsoft, IBM, SCO, SUN, CISCO, 3COM, Nortel, Lucent and others. With continuous and extensive training our professionals stay abreast of the most current technologies.

Multi-Lynx offers design and implementation of simple to complex networks including many platforms and protocols. We guarantee your satisfaction with any solution we implement in terms of interoperability, reliability and cost effectiveness.

We offer services that include remote server monitoring, performance tuning of servers, networks, and network administration. Our LAN/WAN implementations include Ethernet, Token Ring, ATM, FDDI/CDDI, Frame Relay, SONET, ISDN, Leased lines, Wireless LAN and satellite communications.



INTEGRATION CONFIGURATION AND DISTRIBUTION

Customize and configure desktops, servers, rack-mount systems, and RAID arrays tailored to customer needs. Configuration and setup of operating systems for your networking environment.



PRODUCT SUPPORT AND CUSTOMER SERVICE

When you buy IT products from us, you can be sure that you will not just get a box. Bundled with any product sale are basic configuration services.



DISASTER RECOVERY AND PREVENTIVE MAINTENANCE

The best disaster recovery plan is to "Prevent the Disaster". This is the **Multi-Lynx** philosophy. We help customers avoid disaster by regular preventive maintenance. That is not all. We also prepare our customers for system failures by helping them develop disaster recovery plans. Our disaster recovery package includes temporary solutions to bring a business system back online quickly in anticipation of a full recovery.



TELEPHONY VOICE OVER IP FRAME RELAY

Multi-Lynx offers computer telephony services to clients using Call Ware technologies, Lucent and Artisoft solutions. **Multi-Lynx** certified CISCO engineers design and implement Voice over IP solutions for small to large enterprises. In conjunction with our partners Multi-Lynx also works with companies such as Inter Media to implement voice and data on fractional T1 line solutions.



SECURITY

Multi-Lynx offers clients full security solutions that include corporate security policy development, security design, setup and implementation of enterprise or intra-departmental configurations. At **Multi-Lynx** security means more than a firewall. Network security includes a complex set of rules designed and implemented to achieve data security within the company and outside of the company. Many who do not understand this, lose significant revenue. We help our customers realize those savings.



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THE TYPES OF PROBLEMS THAT MULTI-LYNX SOLUTION PROVIDERS SOLVE

Multi-Lynx solution providers are usually brought into enterprise deployment projects as subject matter experts. When implementing new technology, organizations often bring in a team of vendors and integrators. In this scenario there is quite often a knowledge gap between the implementation team and the internal project team. Our experts then function as members of the internal project team who are brought in specifically to bridge this gap.



DOES MULTI-LYNX REPRESENT A PARTICULAR VENDOR?

No, **Multi-Lynx** solution providers do not represent any particular vendor. When called upon, we have the expertise to help you choose the technology that best suits your particular needs.



DO MULTI-LYNX SOLUTION PROVIDERS ADHERE TO A FORMAL PROJECT MANAGEMENT METHODOLOGY?

Yes, **Multi-Lynx** has developed a solution delivery methodology called FOCUS. FOCUS allows for our solution providers to *"do it right, the first time"*! The principles of FOCUS guide our team through all stages of the delivery life cycle, from Investigation to Delivery through Refinement and Support.



CONTACT OUR INFORMATION TECHNOLOGY TEAM

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MAINTENANCE SERVICE CONTRACTS

A variety of service contracts are available from very capable people at **Multi-Lynx**, with a range of hours and response times. Service warranties are offered by **Multi-Lynx**, and can be included in our contracts or drafted separately for Life-Cycle and Cost Accounting purposes.



HARDWARE SUPPLEMENTAL STAFFING

We provide our customers with staff that will best meet their needs. We provide consultants at all levels of certification and expertise from end user help desk and data entry personnel to fully certified professionals holding certifications such as MCSE, CCIE, MCNE etc.



AGILE

Agile Anywhere Certification
Agile Administrator Certification
Agile ChangeCAST Certification
Agile Advanced ChangeCAST Certification
Agile Integration Developers Certification

CISCO

CCNA, CCDA, CCNP, CCDP, CCIE

NOVELL

CNS, CNA, CNE, MCNE

MICROSOFT

MCP, MCSE, MCSD

ORACLE

OCP, SCO, CUSA, SCO ACE

LOTUS

CLP

IBM

Certified Solutions Expert (SNG Firewall)
Certified Solutions Expert (Net. Commerce)
Certified AIX Administrator
Certified Warp Server Engineer

