

introducing

# DEMAND

Full service IT solutions you DEMAND

Simple

Productive

Economical



Provided by



# IT services you DEMAND

## design

Proper DESIGN can save millions in support costs later

Over the years, the organizations have spent millions of dollars implementing and maintaining multiple business-critical applications - with one main problem. It is likely that over time, many applications have been specified by different areas within your organization with different viewpoints on how they will be used. Due to this, you may have fragmented technology platforms and processes that impede collaboration between applications and consequently the performance of your business. As a result, work is duplicated and technology and human resources are burdened. All of which can lead to less efficiency, poor return on IT investments and higher costs to the organization.



## engineering

Professional ENGINEERING SERVICES provide enhancements in service and productivity

It is one thing working together to develop a solution, it is quite another to ensure it is deployed, operating and supported - on budget and to specifications with minimal disruption to your business.

Applications used to help run an organization not only rely upon various systems within your IT environment, but also have to be compatible with both older and newer systems and platforms. Thus it is likely that a costly amount of time is spent by your IT management maintaining, merging and 'patching' existing operating systems and applications in order to help keep operations running smoothly. Trivalent Engineers have the diversity to support and advance these systems to keep IT & your business running effectively.



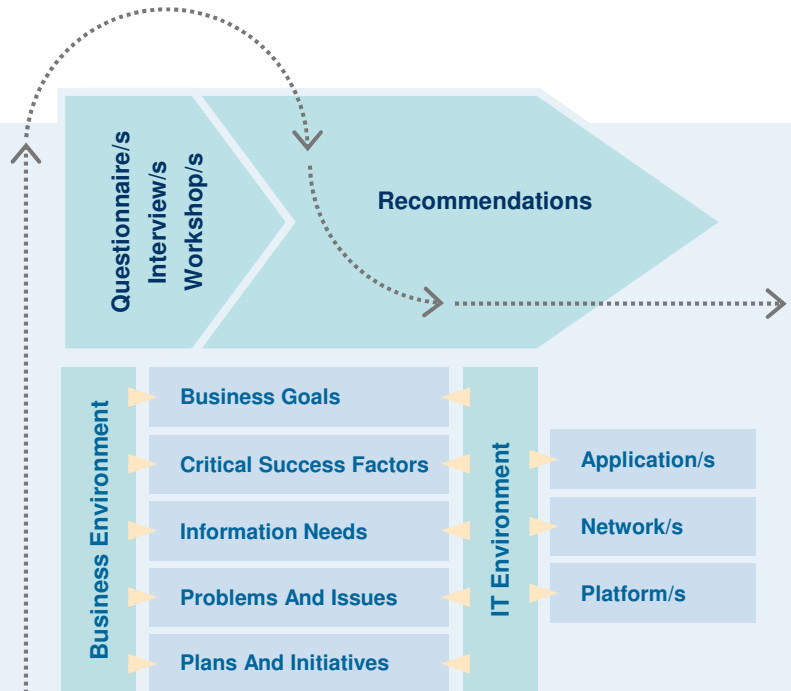
*In fact, it is not uncommon to find between sixty and eighty percent of an average organization's IT time, resources and budget are spent in tactical activities "just keeping it together" rather than pursuing advancement opportunities...*

## managed services

MANAGED SERVICES free up resources internally, save costs and improve performance

Even the best management teams do not have all the answers, resources or time to meet the complex demands of managing the hectic IT requirements of today. It is critical, therefore, that management is able to rely on suppliers who not only have specific industry experience, but are also specialized partners with the processes to help assess, analyze, recommend and manage relevant information technology systems and applications.

Leveraging the shared infrastructure of our Data Center to provide managed services such as Hosting and Co-location offers savings in time, budget and resources through our economies of scale. Internal resources are freed up, service levels improve and costs are fixed and reduced.



## discovery

A SIMPLE STEP BY STEP PATH TO UNDERSTANDING

Trivalent uses a tested method of 'discovery' to obtain an objective assessment of your IT systems therefore improving the ability to recommend a solution to align, quantify and manage your IT with regard to your organization requirements.

# IT services you DEMAND

## assessment

Out of **ASSESSMENT** comes relevant and quantifiable solutions

Clearly the best way to align IT systems is to ensure a full understanding of what exists and how it relates to current needs and future plans. This requires a process of 'discovery' to help identify issues and opportunities, and therefore producing business improvement solutions.

Once we have an understanding of your business and your IT environment we are able to draw upon our diverse resources to assist you to recommend, design, deploy and manage relevant solutions.

## networking

**NETWORKS** are the heart of collaboration with customers, suppliers, and co-workers

Effective communication infrastructure, including circuits, VPNs, hardware and voice lines, are the life's blood of any business. Take away the ability to communicate and collaborate and business withers.

Our communications practice provides cost effective voice and data solutions designed for direct, safe, secure access.

## solution foundation

### Help Desk

Leveraging our Help Desk allows you to maximize your IT dollars, re-direct resources and focus on core opportunities and business goals. (Includes 24x7 support)

### Network Operations

The hub of our Managed Services, the Network Operations Center provides monitoring and support for all your hosting and co-location needs

### Communications Group

Effective solutions for accessing critical organization information and applications securely, and at optimal speeds

### Capital

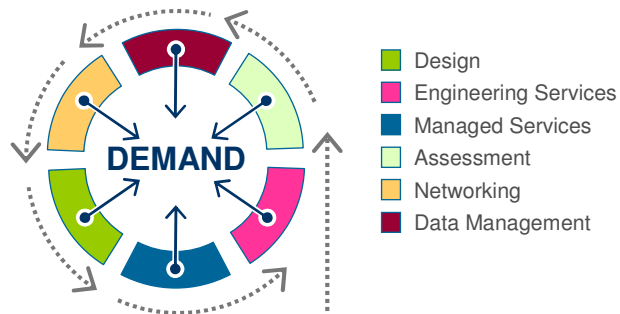
Our Capital Group offers specialized financial services and alternative sourcing options designed for flexible IT procurement.

## data management

Through **DATA MANAGEMENT**, investments in storage, backups and disaster recovery are optimized

Data continues to grow at rates upward of 50% per annum – without Data Management strategies and practices in place costs escalate, efficiency declines and risks of data loss increase.

Organizations need simple, fast and economical ways to grow their capacity and protect their information assets.



## delivery

### Major Stages

..which may include such things as...

Support	Warranty, 'break-fix', maintenance service, 24/7 help desk
Optimization	Change management, patch management, technology transfer and training
Implementation	Project management, up-grades, device staging, disposition and deployment
Customization	Configuration, architecture and design
Proof of concept	Certification testing of network and platform requirements
Economic Quantification	Return on investment (ROI), total cost of ownership (TCO), take-out costs (TOC), pay-back periods, etc.
Re-assess	Relevant post solution assessment to ensure your network and platform needs are met



# IT services you DEMAND

Trivalent Group, a leader in technology services, provides IT products and services which allow our customers to capitalize on the use of technology for business advancement.

After 4 decades of experience, Trivalent Group revenues now exceed \$20 million in annual revenue.

With more than 90 diverse and experienced staff, Trivalent Group offers three regional Network Operation Centers to provide network support, in addition to our Help Desk which offers end user support to our clients nationwide.

Trivalent Group is headquartered in Michigan, with locations in Kalamazoo, Mt. Pleasant, Grandville, in addition to facilities in Peoria and Bloomington, Illinois.



*At the beginning of 2005, Larry Andrus, Trivalent Group CEO, issued a challenge to all staff. His instructions were simple: "By the end of 2005, Trivalent Group must have worked with customers to decrease their costs and/or increase their productivity by at least 30%. By working together, we are confident that a merging of experience and ideas will reveal unique and valuable benefits".*

*DEMAND more...*



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