



Traditional Service from Today's Technology Company

TECHNOLOGY SERVICE NEWS

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NEVER A HOLIDAY FOR NSI

NSI, the northeast's leading technology service company, lived up to that reputation during the July 4th holiday weekend. While most Americans marked the three days with family gatherings and outings, teams of NSI technicians were hard at work in four states responding to emergency and service calls.

NSI technicians Bill Gombar and Joe Baggs made critical service calls in Maine Saturday, Sunday and Monday for Cardinal Health, repairing medication dispensing systems at hospitals throughout the state.

On Sunday, The Stanley Works lost some disc drives in a vital inventory control system at a manufacturing facility in Rhode Island. NSI technicians Scott Larkin and Owen Loprinze immediately tackled the complicated process of repair and had everything up and running again by day's end.

And proving once again that there are no holidays at NSI, routine service calls by technicians Bill Dufresne, Mike McDougall and Joe Galano proceeded without a hitch on Sunday in Massachusetts and New Jersey for CSO, fixing point of sale systems at Crate & Barrel locations. "You fellows at NSI have the best service group I ever seen," said CSO Service Manager Bob Sylvester.

NSI takes pride in delivering customer satisfaction on holidays and all days. "Our people are very committed. They understand what it takes to get the job done," said Ed Garcia, NSI VP of Service. "This is part of our daily routine."

NSI Offers One of a Kind Server Consolidation Tool

NSI has joined the limited number of IBM business partners that can employ the powerful CDAT (Consolidation, Discovery, Analysis Tool) to assess server environments.

NSI Account Executive Stephen Parisi has just completed rigorous SCON (Server Consolidation) SWAT skills training in the IBM SCON methodology. Mr. Parisi is capable of running the CDAT Tool, sizing customer server environments and developing compelling SCON solutions, along with TCO (Total Cost of Ownership) analysis. Parisi is now fully certified to develop xSeries SCON solutions.

"The CDAT provides a comprehensive overview of an I.T. environment and allows us to make a highly educated recommendation for server consolidation," Parisi said. "Customers can usually recoup their costs within six months through reduced operating costs, providing an outstanding return on investment."

Consolidating enterprise resources is a critical task for every organization. By consolidating resources many systems can be utilized more efficiently, maximizing resource utilization, reducing server count and reducing administrative staff.

The IBM CDAT is a stand-alone tool-set using remote discovery methods to automatically gather certain server information quickly for Windows-based consolidation projects. The CDAT is not intrusive and does not require the installation of any additional software that could slow down performance during the server consolidation study. Without CDAT the process of server discovery and collecting individual server information can be very time consuming and can become an obstacle in the process of consolidation analysis, planning, and execution.

Tools for Virtualization

The combination of IBM Enterprise X-Architecture and VMware ESX Server enables 20 or more operating systems and application stacks to be consolidated onto a single 8-way server – without the cost and complexity of software migration and proprietary server technologies.

Higher consolidation ratios can be achieved on 16-way or larger platforms.

Existing applications can be encapsulated without modification in virtual machines for security and fault isolation, and platform resources can be dynamically allocated to optimize performance and uptime based on specific business priorities.

VMware ESX Server can run on any Intel processor-based platform.

Together, VMware ESX Server and IBM Enterprise X-Architecture provide virtualization and workload management capabilities that are comparable to today's leading RISC-based offerings.

As a result, IT organizations have affordable options for consolidating applications, optimizing resource utilization and reducing total cost of ownership.

NSI has five technical engineers with hands on experience installing and working with VMWare workstation, ESX and GSX.

NSI Scores 100% Customer Satisfaction

NSI is proud to announce its *perfect ratings* in recent customer satisfaction surveys conducted for IBM.

The January and February 2004 measurement surveys, performed independently by ICR of Media, Pennsylvania, assess IBM Business Partners for service quality from end-users. Assessment categories range from response time and technical ability to completeness of the job and fix time.

Customer satisfaction scores for NSI during these two months were 100% in all categories.

"These results confirm that our hard work and expertise are recognized and appreciated by those we serve, our customers," said NSI VP of Service Ed Garcia. "It is always gratifying to receive high marks from customers, and even more so when you consider that this is a very tough rating system."

The ICR survey results are also compared to those of other IBM Business Partners. For the first two months of 2004, NSI's customer satisfaction ratings consistently scored above the overall national average of 90-97% for other service providers. "Customer service is the life blood of our business," said Tom McDonald, NSI Chief Operating Officer. "We are always striving to improve and will continue to do so."

NSI Increases Service Capabilities With Membership in Ingram Micro's VentureTech Network

NSI has been selected for membership in Ingram Micro's VentureTech Network™, an exclusive national network of technology providers who serve the needs of small to midsize businesses (SMBs) by offering premium products and value-added services to their customers.

VentureTech Network includes technology solutions providers who have achieved a high level of expertise in deploying technology solutions and services. VentureTech Network members offer premier technology products and enhanced services, and they receive special support from major technology vendors through Ingram Micro.

VentureTech Network is a national network of premier SMB technology solutions providers who participate in the network environment to improve their businesses, share resources and enhance their service capabilities to SMBs.

NSI Named Microsoft Authorized Education Reseller

NSI has been named a Microsoft® Authorized Education Reseller.

The designation means NSI is fulfilling its commitment to provide the education solutions that primary, secondary and post-secondary educational institutions need most.

"This reflects our organization's knowledge and experience in working with both public school districts and private schools," said Vincent Graziano, NSI Account Executive. "It also demonstrates the close working relationship between NSI and the world's leading provider of education software solutions, Microsoft."

As a Microsoft Authorized Education Reseller, NSI offers a wide range of mission critical products – the eLearning Solution for Education, the EAI Solution for Education, the Class Server for e-learning, the Business Intelligence Solution for Education, the Portal Solution for education and the Accountability and Assessment (AAA) solution.

For example, the AAA solution helps schools meet the demands of the 'No Child Left Behind Act'. It provides schools with the ability to accurately report progress in accordance with NCLB requirements, analyze critical information to identify proven approaches, and act to improve student performance.

iTera & IBM Impress at NSI Conference

On April 8th more than 40 people attended a 'High Availability' Conference at the Mohegan Sun Casino Resort for users of IBM iSeries Servers.

iTera President Dan Neville gave a detailed presentation about iTera's robust high availability and continuous availability solutions for iSeries systems.

IBM iSeries Specialist Bob Morici also discussed utilization of iTera software as part of IBM's 'Tools Network' solutions.

Attendees reported strong interest in employing iTera High Availability solutions.

NSI Technician Receives Coveted P.I.G. Award

NSI Software & Network Support Technician John Morin is The Litchfield Insurance Group's *first ever non-employee* to receive its P.I.G. Award (Positive Inspirational Giver). "Every Friday, we get to see a smiling face that comes around to take care of our computer problems," said Kelly Powell Account Manager at The Litchfield Insurance Group. "He's always positive and ready to extend a helping hand."

The P.I.G. Award is bestowed every two weeks by LIG employees to a co-worker who has proven to be a 'giver and not a taker'. As LIG's on-site outsourced IT professional, Morin has spent every Friday at the agency since October 2002.

"I am honored to be recognized as essentially being one of their own," Morin said. "I always strive to become part of a team as an outsourced I.T. person."

NSI management is equally proud of Morin's achievement. "John is representative of the values and abilities of all our service technicians," said Ed Garcia, NSI VP of Service. "This award is further proof of our commitment to serving the needs of our customers."