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# TRIELLA

TECHNOLOGY TRANSFORMATIONS

We facilitate **technology transformations** that drive and support business success.

We deliver results through technology consulting, assessments, services and solutions.

*Consulting*



**Make the right technology decisions.**

*Assessments*



**Validate your investment in technology & people.**

*Solutions*



**Manage your intellectual capital.**

*Services*



**Keep your technology performing.**



*“Technology transformations come about by first focusing on what your business really wants and needs and then aligning your technologies to those outcomes.”*

—Charles Bennett

## Your technology is our business...

At Triella we believe that technology alone is not enough to secure competitive advantage—it’s having the right technologies aligned to your business challenges and the needs of your clients *and* having access to the right people to deliver results.

We understand the big picture and that’s only one of the reasons our delighted clients count on us to facilitate technology transformations that result in...

- > Strengthened client relationships
- > Collaborative internal relationships
- > Increased sales
- > Effective cost management
- > Higher performance
- > Accelerated growth

Along with a passion for anything technological, we have a lengthy track record of using our many technology practices to help companies achieve their desired business results.

We bring technology peace of mind. Call us at 647.426.1004 to find out how.

Best regards,

Charles Bennett, MBA  
Founder and Principal Consultant

P.S. Check out the *Technology Insights* section of our website.

*“Triella understood our business context. They assessed our IT needs, including how we were meeting those needs. They then helped us to organize ourselves to better and more effectively use computer technology in our business.”*

—Kirk Stevens, Managing Partner, Lerners LLP

*“Not a lot of companies would do what Triella has done. They made everything work, ensured us a smooth transition, educated our staff, and continue to troubleshoot by phone and in person. This is invaluable as we can’t afford an IT staff position. We will certainly be working with Triella well into the foreseeable future.”*

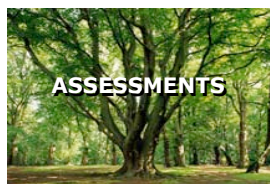
—Rob Drynan, Executive Director, Camp Oochigeas

*Make the right technology decisions...*



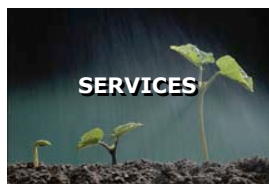
CONSULTING

*Validate your investment in technology & people...*



ASSESSMENTS

*Keep your technology performing...*



SERVICES

*Manage your intellectual capital...*



SOLUTIONS



*Triella's consulting services help you make the right technology decisions.*

- What's your business challenge?
- Do you need new servers and computers because work production is impaired by system failures?
- Do you want to go paperless and file everything electronically?
- Do you want your team to work remotely during non-business hours or in an emergency?
- Do you want to ensure your business can survive a disaster?

*The sky's the limit. Consulting is about focusing on the big picture, about connecting your technology potential to your overall company vision, mission and strategies. And then translating it all into very focused and achievable actions.*

## CONSULTING

### TECHNOLOGY STRATEGY

The right strategy can make a huge difference to your bottom-line. It can increase sales, strengthen your ability to deliver to your clients and keep your people performing. And, the right strategy should save or make you money.

- Develop a technology vision and strategy that will drive results and profits.
- Get a detailed step-by-step technology roadmap for implementing your new strategy.
- Choose technologies that will add value to your business today and in the future.
- Get more performance and ROI out of the technologies you currently have.
- Align your technologies to client needs or expand your capacity to provide what they want.

### INFRASTRUCTURE DESIGN

Technology is how you do your job. And it can positively or negatively impact your people's ability to perform and deal with clients. Even straight-forward changes to existing systems, such as installing a wireless network, can increase productivity.

- Maximize productivity and minimize disruptions to your business.
- Keep your people connected and connecting to your systems regardless of where they are.
- Plan and set up a technology infrastructure in a new or current location.
- Source and set up a new phone system.
- Develop technology policies and procedures.
- Upgrade your infrastructure to more current technologies.

### STRATEGIC STAFFING

Technology begins and ends with people. You expect great things from your technology, so why not get great things from your internal technology people?

- Know how to enhance and/or recognize your IT department.
- Staff any technology leadership or line position.
- Determine the competencies required for your high performing technology hires.
- Produce job descriptions that truly reflect the needs of your internal business.
- Develop a technology delivery model and align your people to it.
- Coach and train your technology people against standards of performance.



*Triella's Assessments validate your investment in technology and people*

- Is your data secure?
- Are you concerned about monitoring web traffic, social networking or instant messenger?
- Do you have an Internet Use Policy?
- Are your systems configured properly?
- Can you recover from your backups?
- Are your technology people adding value to your business?

*Technology is not a stand-alone area of your business—it is an integral part of everything from marketing to sales to delivery and more. It has roots everywhere in your business. Technology assessments will allow you to know what to keep, what to avoid, what to invest in and what to change.*

## ASSESSMENTS

### STRATEGIC REVIEW

You wouldn't buy a house without due diligence. If you feel your technology isn't meeting your needs then you may need an expert opinion—someone who can fill you in on the good, the bad and the ugly of your technology.

- Understand the strengths and weaknesses of your technologies.
- Get a detailed report and a step-by-step roadmap for implementing the recommendations.
- Assess your own technology practices against best practices.
- Know whether your technologies are compatible with your overall direction and/or client needs.
- Understand the root cause of specific issues you've been experiencing.

### INFRASTRUCTURE ASSESSMENTS

Need a second opinion? Getting 360-degree insights and practical expertise will ensure you're investing in the technologies you really need and that they're working to your advantage.

- Be certain you're making the right tactical technology decisions on a software or hardware.
- Source the best software or hardware technologies to meet your needs.
- Choose technologies that will add value to your business today and in the future.
- Assess whether your current software/ hardware is performing the way it needs to.
- Ensure that your hardware and software systems are secure.

### STAFF REVIEW

Know what you're getting from your people. Wouldn't you want to know whether or not your technology people have what it takes to implement your technology strategies or service your business?

- Know that your staff have the right skills to deliver on your business goals.
- Understand what investments you need to make in your people to deliver technology services.
- Develop a technology leader action plan.
- Assess potential hires before you make a decision.
- Have us conduct the recruiting process for you.



*In today's business world, it's nearly impossible to separate technology from how people do their jobs. Keeping technology performing has become essential to the long term success of any company or entrepreneur. We look after your technology so you can look after your business.*



*Triella's Services keep your technology performing.*

- Do you need technology support?
- Are your systems experiencing way too much downtime?
- Do you need strategic and tactical help for your firm?
- Do you want a service plan that's guaranteed to meet your needs?
- Do you want technology peace of mind?

## SERVICES

### TRIELLA ADVANTAGE TOTAL

Triella Advantage Total is for businesses that need both strategic and day-to-day on-site support for all of their technology, including desktops. We become your IT department. If you have internal people designated for IT support we support their effort to ensure that your system runs smoothly while at the same time ensuring a high level of expertise is provided to the firm.

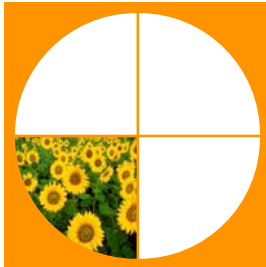
### TRIELLA ADVANTAGE TOTAL LITE

Triella Advantage Total Lite is for businesses that can handle most of their own internal desktop needs but want the advantage of proactive monitoring of their entire system and all the features provided under the Total plan.

### TRIELLA ADVANTAGE SELECT

Triella Advantage Select is for businesses that already have internal IT support and are looking for strategic advice, server maintenance and coverage when the IT person is on vacation or ill. We enhance your IT department and supplement the skill set of your internal IT. We are also an escalation point for issues that cannot be resolved by your internal IT.

	ADVANTAGE TOTAL	ADVANTAGE TOTAL LITE	ADVANTAGE SELECT
Strategic advice tied to business goals	✓	✓	✓
Complete review of network infrastructure	✓	✓	✓
Backup monitoring	✓	✓	✓
Access to the client web portal	✓	✓	✓
Network documentation	✓	✓	✓
Priority support	✓	✓	✓
Proactive server monitoring	✓	✓	✓
Performance tuning	✓	✓	✓
Quarterly system status reports	✓	✓	✓
No product markup	✓	✓	✓
Fixed monthly billing	✓	✓	✓
Automated server monitoring	✓	✓	✓
Automated desktop monitoring	✓	✓	
Help desk support	✓		
Desk-to-desk onsite support	✓		
Desktop support	✓		
Security monitoring	✓	✓	
Budget planning and monitoring	✓	✓	
Maximum response time	2 hours	2 hours	2 hours
Hours of service (24-hour service is available separately)	8 am to 8 pm	8 am to 8 pm	9 am to 6 pm



*Triella's solutions help you manage your intellectual capital.*

- Can you find the documents you need when you need them?
- Do you need an infrastructure that operates with no downtime?
- Do you need remote access from outside the office to all applications?
- Do you want your knowledge workers to have access to their email, calendar and contacts at all times?

*If information is power then imagine the potential hidden in your business. We recommend and install proven solutions that work with your current technologies and give your business the power to control its ever-expanding data. We've also built alliances with some of the best suppliers for small and medium sized businesses.*

## SOLUTIONS

### DOCUMENT MANAGEMENT

Organize, control, index and access your electronic files, including email. Access documents from your wireless devices.

- Regain billable time through document reuse.
- Manage document versions across your network.
- Store email and documents according to client, matter or project.
- Easily locate documents across your network.
- Implement full text searching to access your company's electronic files in seconds.
- Access your documents from your BlackBerry or iPhone, Palm and Windows Mobile Devices.
- Maintain ethical walls.
- Move closer to a paperless office.

### DATABASE OPTIMIZATION

Turn your neglected SQL Server into a high-performing asset to your business.

- Migrate your outdated SQL Server 2000 to SQL Server 2005/2008.
- Identify bottlenecks and conflicting services that impact your systems capabilities.
- Increase the performance of your SQL Server.
- Optimize your database and ensure proper index generation.

### WIRELESS COMMUNICATIONS

Access and search company email, contacts, calendar and more from your wireless devices.

- Keep BlackBerry up to date in real time.
- Integrate iPhone, Palm and Windows Mobile devices with Outlook.
- Control your company's data through tighter security.
- Control your email signatures and disclaimer statements.
- Enable one-touch mail—read it on the BlackBerry or in Outlook and deal with it once.

### SECURITY

Protect your network and data from unauthorized access.

- Encrypt your laptop, desktop and USB sticks to protect your data.
- Protect your network through robust firewall rules.

### INFRASTRUCTURE

Implement a high performance network or get the most from your existing technology.

- Use virtualization to deliver zero downtime.
- Provide remote access to your knowledge workers.
- Relocate your office to a new building.
- Design server rooms, cabling and related infrastructure.

### PHONE SYSTEMS

Connect your phone system to your network and benefit from VOIP features.

- Implement VOIP so that advanced calling features can be used.
- Deliver voicemail to your email and wireless devices.
- Maintain existing phones, but enhance the basic system with VOIP.
- Implement DID's for your knowledge workers.