



Optimizing IT. Empowering People.

Active Directory is the center of the Microsoft universe. Itergy makes Active Directory work.

Active Directory is the access and authentication apparatus, the electronic key that opens and closes, locks and unlocks, the virtual doors to most of the applications and systems that run on your network ... that drive your business.

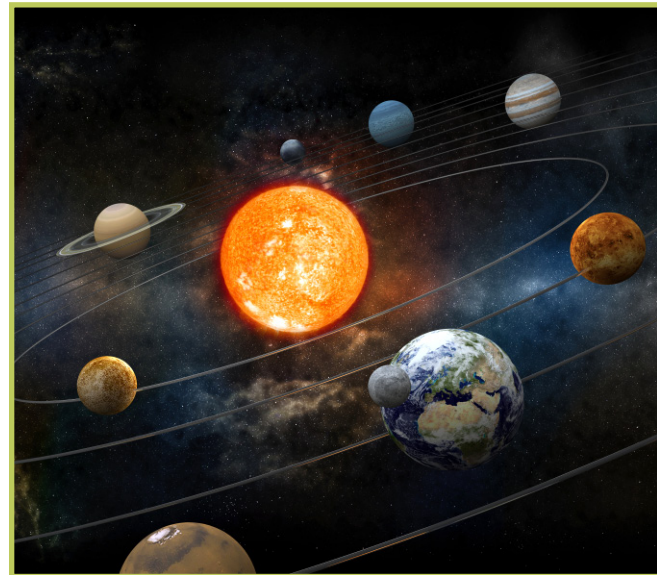
It's the guardian of your technology infrastructure, the Microsoft passport that identifies, names, classifies, segments, permits, restricts and denies your employees' access to the people and information they need to do their jobs, every minute of every hour of every day. It's imperative that it functions with craftsmanship-like precision and rock-solid security.

In a nutshell, it's what makes your Microsoft technology work ... or not work.

Itergy makes Active Directory work: Executives flock to Itergy when their Active Directory and/or Identity Management systems don't work, or when they want to keep them from getting to that point. With all due humility, no one has the history, breadth and depth of experience, the tools, processes and talent to manage Active Directory and Identity Management more effectively than Itergy. It's a bold statement indeed, but we believe we've earned the right to make this claim. Here's why:

Baptism by Fire: We were with Microsoft at the birth of Active Directory, serving as an initial beta partner in 2001, and their primary go-to partner for companies in need of assistance. In 2003, we tackled one of the earliest problems with Active Directory, when one of the world's leading mining and exploration companies experienced several severe outages, causing many thousands of production employees to be locked out of the network and sent home, at considerable expense to the company. We were brought in to remedy the immediate problem, improve the stability and security of their Active Directory globally, and to create a platform, a process, and a methodology for preventing this from ever happening again. Since then, we've continued to manage this company's Active Directory infrastructure as well as those of others looking to keep their Active Directory demons at bay.

Pioneering Active Directory Managed Services program: What these executives concluded was that it was pretty much impossible for them to devote the time, resources and attention to keep abreast of one of the more complex and pervasive technologies in all of IT. What they needed was to eliminate any problems with their Active Directory that could block the deployment and functioning of their essential line of business applications.





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What Itergy developed initially for this mining company, and subsequently for other companies, is the world's first and only Active Directory Managed Services (ADMS) program that has at its core the following essential qualities that are of primary importance to our customers:

- **Proprietary Service Delivery Methodology — Itergy Active Directory Road Map™:** In the beginning there was nothing to guide executives through the complexity of managing Active Directory. There was no methodology and no process until we created the Itergy Active Directory Road Map™. This is an ITIL-based methodology that we've customized for Active Directory and Identity Management. It's the process we follow everytime to ensure that we're delivering against very specific and pre-determined service levels.
- **Industry Setting Service Level Objectives and Agreements:** About those service levels, it's fair to say we were the first company to develop the industry standards for SLA's, KPI's, measurable units and ITIL-based service catalogues that are unmatched in the industry to this day. We had to. Nothing like it existed at the time. Now we can walk into any company, anywhere, and within days respond to any RFP, any request, any challenge with the confidence that what we promise, we will deliver.
- **Operational Expertise & Support:** It's one thing to architect, design and implement complex technologies; it's quite another to convert these into an operational format and an ongoing management process. Our consultants have mastered both sides of this equation, such that we can manage the full life-cycle of Active Directory for you, or we can provide you with the knowledge and support to manage it yourself.
- **Level 3 + Support:** When it comes to managing Active Directory, Level 1 and 2 help desk support is inadequate to the task. The problems you encounter will often be unique, infrequent, isolated, masquerading as something else, or buried so deep in the technology that you'll need a support level like ours that begins at Level 3 and then some. Our customers don't have or don't want their IT department to be on call 24/7/365 to tackle their Active Directory maintenance tasks or fire drills, when they have so many other things to do. They leave that to us because that's what we do. Our consultants live and breathe Active Directory and all its temperamental nuances every day.
- **Risk-Mitigating, Scalable Pricing:** Because of our methodology, our service level agreements, our history and experience we're able to offer our ADMS program at prices advantageous to the costs of managing an internal program or using larger IT consulting companies that don't specialize, don't have the experience, and hence build a risk premium into their price. Another pricing benefit that has won the hearts and wallets of customers is a level of scalability that allows for price fluctuation beyond a pre-determined base level, depending on the needs of the business.

We'd love to steal you away for an hour or so. Forget about PowerPoint presentations and dog and pony shows. Let's sit down in front of a white board and dig into your issues, kick around some ideas, formalize a plan, and get to work.

***If this works for you please contact Itergy CEO
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