



GNT-Group Consultants

Services portfolio

Consulting
IT Infrastructure Support
Network Support
Help Desk
Security
Hosting

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Introducing GNT-Group

GNT-Group's subsidiary in France was created in May 2003 with the specific objective of building a Managed Services business through the recruitment of skilled engineers and consultants from HP. This was as a result of the take-over of Compaq by HP and the closure of the Managed Services team in Sophia Antipolis. This now allows GNT-Group to combine the strengths of a world renowned support centre with the light and agile structure of a startup.

GNT-Group U.K. is a small private company owned and managed by Mr Henri Cerda, specialising in Managed Services, consulting as well as software development and integration.

Vision?

Strategy?

What we do a complete IT and Infrastructure Service

Through our experienced team of certified IT infrastructure consultants and engineers, we can provide people and service programs that match the technical and budgetary needs of your business.

We can deliver short-term or extended services that cover on-site or remote troubleshooting and technical support to IT consulting, project management, and turn-key IT outsourcing.

How we do it delivery methods

To suit the needs and budget of every size of business, we offer a variety of cost-effective options for delivering support and troubleshooting services.

On-site

Some IT problems require onsite support and troubleshooting. We have a strong team of experienced engineers and consultants who can deliver services anywhere in EMEA.

If you want to expand or upgrade your existing information network without adding permanent personnel to your in-house IT staff, we can supplement your internal organization with experienced technicians and consultants to ensure that your projects are a success.

Your IT group also gets the benefit of knowledge transfer from our experts.

We deliver equipment maintenance through a network of partners.

Remote Support

Our primary method of delivery is through our remote support and troubleshooting services giving you the greatest leverage for your IT budget. Sophisticated remote access tools and experienced engineers combine allowing us to resolve most IT problems without wasting time and expense by travelling to your site. Our remote support service has been built upon the expertise of the ex- Support Centre in Sophia Antipolis.

Telephone Support

When you need to talk to a technical expert, simply call us. Telephone support can be escalated to onsite service when necessary, but in the vast majority of cases your IT problems can be resolved over the phone or through a combination of phone support and remote access.

Help Desk

Our comprehensive Help Desk Services make it possible for you to set up (or outsource) a results-driven Help Desk that uses proven techniques to interact with clients and troubleshoot problems quickly and efficiently.

Hosting Services

For businesses who want all the benefits of applications such as Microsoft Exchange mail services but who can't justify the cost of equipping, staffing and managing a complete data center, we can host and support the application for you.

Similarly, when you're ready to set up your own data centre, we can help you.

Service Costs

We can provide a variety of billing options for all our support and troubleshooting services, from billing by the hour to annual fixed charges.

Flexibility is key!

Our customers large and small



Our service offerings are **scalable** and allow us to provide high quality services at a modest cost to a wide range of customers. For example

- a local customer needs us to take total responsibility for his LAN, Windows servers and MS Exchange messaging service
- an international customer who needs us to provide full help desk, network monitoring and fault management for their worldwide, Cisco based WAN.

Small Businesses and Startups

Small businesses who can't justify their own IT administration and support staff will benefit from our **IT Infrastructure Service Packages**. You have the guarantee of high availability, performance and security as well as expert help at a modest cost. We can provide this through the economy of remote network access, the proactive intelligence of our server monitoring software and our 24x7 Service Centre.

To help you identify and set up the best Service Package for you, we start by providing you with a **free audit** of your existing systems, covering hardware, software, maintenance agreements, security (anti-virus, firewalls, VPN,).

Taking account of your requirements, we help you design, implement and support an efficient information network with low engineering risk and minimal cost. Finally, we configure our monitoring software and set up remote access between your network and our support centre.

As a result, you get the state-of-the-art network infrastructure and skilled support ordinarily available only to businesses who can afford to staff and manage a large IT organization.

Big Businesses

Big businesses who perhaps have their own in-house IT department may still wish to confer the running of their network and server park to our experts, for reasons of cost, flexibility, reduced complexity or many other reasons. They may also wish us to perform project work taking advantage of our expertise in particular areas, or to provide specific components from our support packages.

Characteristics of a typical customer

Clients who use our services usually have the following characteristics:

- Small to medium size company or department (30 to 2000 users)
- Growing fast with limited IT resources
- Progressive view of information management
- Consider information technology as a strategic competitive resource

and have the following reasons for using our services:

- want to save time and money
- want to have access to IT expertise
- want to transfer knowledge to in-house IT staff

In all cases we will work with you as a business and technical partner to help you meet your goals.

IT Infrastructure Consulting



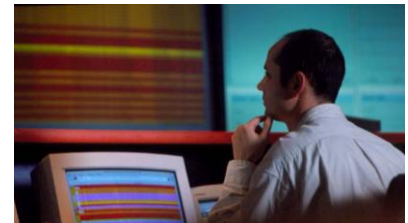
Whatever delivery method you choose, our consultants can help you keep your IT and network infrastructure scalable, reliable and secure. We can perform system audits, identify problem areas and define and implement comprehensive action plans, in areas such as:

- new security threats.
- patches, service packs, operating system releases and features
- equipment nearing the end of its life
- technical surveys for the customer and give him advice to improve his infrastructure
- traffic engineering and capacity planning

We are happy to undertake project work of varying sizes where we start by understanding your requirements, provide overview and detail designs and manage the project through to its implementation. Examples of such projects could be:

- Disaster Recovery Planning
- Implementation of QoS on the network
- Implementation of policing routing
- LAN/WAN re-design
- high availability datacenter
- Third party connectivity
- Server consolidation

IT Infrastructure Support Package



We provide a support service package customised to your requirements.

Operating Systems

We are able to support a wide range of Operating Systems including:

- Windows NT/2000
- UNIX (Tru64, AIX, Solaris)
- Linux
- Mainframe (IBM, Bull)
- VMS

Applications

We are able to support a wide range of applications, including:

- Exchange : mailbox, directory, public folders, Outlook Web Access (OWA), synchronization, ...
- SMTP (Sendmail)
- Oracle
- Lotus Notes
- Web server (IIS, Apache)
- MQSeries
- PeopleSoft
- Weblogic

Services

- Procurement
- Installation and configuration
- Monitoring and management:
 - fault management : monitoring, pro-active fault detection, troubleshooting, problem management, problem fixing
 - upgrade : major release, service pack, patch, hot fix
 - security management : attack detection, pro-active security management
 - performance/capacity management
 - configuration management
- Clustering
- Backup
- Disaster Recovery Planning
- project management
- third party/partner management
- SLA management
- change management

Hosting

- Server and application hosting : Internet, Intranet, Extranet



Hosting Package

Through our hosting package, we can provide you with a complete hardware and software solution as well as financial terms giving you total peace of mind. Our package can cover any combination of the following:

- Option 1 – your hardware - we re-locate your hardware and application software to our Data Centre. We ensure the availability and performance of the hardware and OS, you maintain responsibility for the application.

- Option 2 – our hardware – we install your application software on our servers as well as provide the required storage configuration. We ensure the availability and performance of the hardware and OS, you maintain responsibility for the application.
- Option 3 – our hardware and software – we ensure the availability and performance of both the hardware and application software. As an example, this could be for the provision of a MS Exchange service.
- Option 4 – although not categorised as a hosting service, we can manage your servers and software remotely through our Infrastructure support package.
- Option 5 – we can provide you with financial flexibility through purchase and lease-back, meaning that you only receive a monthly bill for services.

Network Support Package

Our Network Support Package keeps your mission-critical systems running smoothly and securely.



The package is made up of many components and we can help you choose the “must have” or “nice to have” components according to your budget:

Base package elements

- Help Desk 24*7
- Incident Management
- Problem Management
- Configuration Management
- Change Management
- Release Management
- Performance Management
- Security Management

Service Options

- Help Desk Extension or Customisation
- Extended Maintenance Coverage
- Processes Customisation
- Disaster Recovery Planning
- Customer Specific Monitoring and Management Tools

Engineering Services

- Consultancy Services
- Project Management
- Network and System Design
- Infrastructure Audit
- Capacity Planning
- Technology Watch
- Service Transitions

Security Package



Security is an element of both the IT Infrastructure and Network Support packages but is also offered as an important separate package, addressing the non-stop rise of viruses and hacking which may result in the loss of critical data or services.

Managing and coordinating virus protection, detection and defense along with the recovery of critical systems requires an on-going effort that entails a variety of tools, procedures, and policies. We can assist you at any level in your efforts to protect your information system, from security audits to creating a comprehensive security strategy.

Security Audits

We can perform the following security checks:

- Check service pack levels
- Check for missing security patches
- Check for security alerts/vulnerabilities
- Detect unnecessary shares
- Detect unnecessary open ports
- Detect new security holes using scan comparisons
- Check for unused user accounts
- Check password policy and strength
- Make an inventory of your network
- Detect potential Trojans on servers and workstations
- Check if the OS is disclosing too much information

Prevention

We can design security into your business processes, install scanning and auditing software, define and implement a secure network architecture, and recommend procedures and policies to optimize the safety of your network, configure a firewall configuration, set up secure remote access to email and data, and implement a virtual private network (VPN).

We can give you peace of mind by looking after your security on a 24x7 basis through our Network Support Package.

Security Planning

Every business should have a carefully thought out security strategy that includes both proactive and reactive plans. The proactive strategy is a set of steps that helps to minimize vulnerabilities and develop contingency plans. The reactive strategy helps security personnel to assess the damage caused by an attack, repair the damage, document the experience, and get business functions running as soon as possible.

We can help you perform a full risk assessment and define a computer security strategy to implement security policies and controls to minimize future attacks and threats.

Email Package

Considering that over 30 billion email messages are sent every day, it is not surprising that the security and management of this mission critical application is a popular package. We can provide you with the following email features



- Security and virus protection
- Fault tolerance
- Easy access for remote and mobile users
- Time-saving management tools
- Universal inboxes with voicemail and fax support

We can also help you plan and implement migrations from legacy email systems or outdated email software to the latest Microsoft technology.

Email Security and Virus Protection

Email is the most common target for malicious hackers and computer viruses. We have wide experience designing and implementing secure Exchange-based email systems featuring real-time virus protection for incoming and outgoing mail.

Fault Tolerant Email

For mission-critical email solutions, we can help you build a fault-tolerant email architecture to protect your system from single-point breakdowns.

Remote and Mobile Email Access

We can configure and maintain Microsoft Exchange Servers and Outlook clients so that corporate email and collaborative information can be securely accessed by remote offices, telecommuters, and mobile workers. We can integrate servers, desktop PCs, notebooks and PDAs to create a robust virtual email network easily accessible by authorized users anytime, anywhere.

Email Management Tools

We can implement sophisticated management tools to simplify important tasks such as distinguishing high and low priority email, eliminating spam, adding or deleting users, installing service upgrades, and monitoring performance.

Email and Telephony Integration

We can help you turn your Microsoft Outlook clients into "universal inboxes" that can send and receive email, voice mail, faxes, and even wireless paging messages.

Microsoft Exchange Hosting

For small businesses who want all the benefits of the latest technology without investing heavily in equipment, staff and maintenance, we can provide a complete Microsoft Exchange hosting service.

Systems Integration Package

Exploiting Legacy Systems



Many companies' critical information resides on legacy systems, built on proprietary architectures and therefore inaccessible. We can provide you with a way forward, allowing you to benefit from these legacy systems by connecting them seamlessly with both internal and external systems while optimising performance.

Using an integration suite such as SeeBeyond™, we can transform the way you do e-business by allowing you to connect, integrate and optimise quickly and simply:

- Connect to partners, suppliers and customers, rapidly and securely to enable the exchange of business critical information.
- Integrate all business data, systems and disparate applications into a common platform.
- Optimise core internal and external business processes.

Through the SeeBeyond™ Business Integration Suite, we can extend your capabilities quickly, without the need for massive investment.

There are also other ways of breathing life into old systems. For example you may wish to consider the use of a conversion tool to convert a COBOL/CICS application on the mainframe to a COBOL/Microsoft.NET application on Intel servers. The interest of doing so would depend on a study of the business case.

Our Systems Integration package covers project management, technical consulting, the design and implementation of the solution and infrastructure, the methodology and key partnerships.

Training

While training is not one of our main service offerings, it is always part of our consulting or infrastructure support packages.

This is because we seek to develop a unique relationship with our clients and avoid the pitfalls that often destroy a client/consultant relationship - the client's in-house staff are protective of their domain while the consultant tries to create dependency by restricting knowledge transfer.

It is essential that we create a trusting partnership for you to meet your objectives of working with us:

- Save time and money
- Access expertise
- Transfer knowledge to in-house staff

As well as the normal day to day transfer of knowledge, we can also deliver specific training courses on demand.

Appendix A - Technical Skills

Network

- Architecture - LAN, WAN, Internet and Security.
- TCP/IP over Frame-relay, leased lines, RNIS, RTC, ADSL, Ethernet and Tokenring.
- Routers & Switches: Cisco, Digital and Cabletron
- Firewalls: Cisco PIX, Digital AltaVista, Watchguard
- Protocols: EIGRP, IGRP, OSPF, RIP, Spanning Tree, TCP/IP, IPX/SPX, SNMP, HSRP, SMTP.
- VPN and authentication: Cisco, IPSec, RSA SecurID ACE, TACACS
- Topologies: FDDI, Fast-Ethernet, Ethernet, Token-Ring, Frame-Relay, X.25, PPP, ISDN, Internet.
- Applications: Sendmail, Microsoft Proxy serveur, Microsoft Active Directory, WINS/DNS/DHCP, Syslog, Trend Micro (Interscan Viruswall, ScanMail), Websense, Webtrends, services SNA

Operating Systems

- Windows 9x, Windows NT 4.0, Windows 2000, Unix (AIX, Solaris, DEC & Tru64), Linux.

Supervision

- BMC Software Patrol, BMC Software Perform, Computer Associate Unicenter TNG, Compaq Insight Manager, IBM Tivoli Netview, CiscoWorks, Cisco Secure Policy Manager, Aprisma Spectrum, Lucent VitalNet, Proviso, iView, Webtrends, ClearVision, Microsoft SMS, Microsoft Performance Manager, Microsoft network monitor, Microsoft MOM.

Security

- Secure Internet access - VPN and site to site (Cisco PIX, firewalls, VPN concentrators, IOS Firewall, IDS, IPSEC), _service proxy (Microsoft proxy serveur and ISA server, Symantec Enterprise Firewall).

Certifications

- Cisco CCNA (Cisco Certified Network Associate)
- Cisco BCMSN (Switching) – CCNP et CCDP en cours
- Spectrum Solution Engineer (SSE) - Niveau 1 (Core Admin) et Niveau 2 (Advanced configuration)

Appendix B

Employee Profiles

Managed Services Support Engineer - level 1

Ingénieur Support Infogérance – level 1

Definition

Provide operational support for all aspects of worldwide WAN and server management

- Monitoring
- Troubleshooting and managing problems
- Communication with customers, service providers and vendors worldwide , working with them to determine and resolve network and telecomm issues.
- Shift work up to 24/7.

Responsabilites principales

- Analyse, suivi et résolution des appels/incidents en collaboration avec différents prestataires (France Télécom, Siris, Proxis Services.....)
- Administration de messagerie sous Exchange Serveur.

Compétences

General

- Fluent English and French. Other European languages an advantage
- BAC+2
- Two years relevant experience

Technical

Basic knowledge of the tools and technologies defined in Appendix A.

Managed Services Support Engineer - level 2

Ingénieur Support Infogérance – level 2

Definition

Provide operational support for all aspects of worldwide WAN and server management

- Monitoring
- Troubleshooting and managing problems
- Communication with customers, service providers and vendors worldwide , working with them to determine and resolve network and telecomm issues.

Responsabilites principales

- Change management
 - Implementation of changes and projects for international customer networks, from basic Configuration changes to installation and integration of new products or complete networks.
 - Interpretation of design documents
 - Production of detailed change implementation plans
- Analyse, suivi et résolution des appels/incidents en collaboration avec différents prestataires (France Télécom, Siris, Proxis Services.....)
- Mise en place des stratégies de sauvegardes, recovery, failover (NT BACKUP, BACKUP EXEC, BACKUP VMS, contrôleur Raid ...)
- Gestion de la maintenance des serveurs UNIX et NT.
- Développement des scripts d'automatisation.
- Administration de messagerie sous Exchange Serveur.
- Gestion des serveurs Internet sous IIS.
- Création des documents liées à la recette des serveurs des clients.
- Interface entre le service de maintenance et le client.
- Gestion de la partie WAN sous des routeurs CISCO
- Mise en place de sécurité (Check Point, Audit)
- Support apporté aux ingénieurs de premier niveau
- Gestion d'applications en client/serveur (Oracle, Lotus Notes, IIS 4, IIS5)

Compétences

General

- Fluent English and French. Other European languages an advantage
- BAC+2
- Five years relevant experience

Technical

Intermediate knowledge of the tools and technologies defined in Appendix A.

:

Managed Services Support Engineer (level 3)

Ingénieur Support Infogérance – level 3

Definition

Conseil, définition d'architecture de réseaux sécurisés, mise en oeuvre et gestion de l'exploitation opérationnelle de complexes réseaux informatiques et services réseaux. Niveau expert.

Responsabilités principales

- design technique de solutions et de la définition d'architecture de réseaux clients afin de répondre aux cahiers des charges des clients.
- Recommandations des choix de solutions à apporter.
- Développement des documents de design, de prototypage, de plans de migration et d'implémentation.
- mise en oeuvre opérationnelle de la politique de sécurité des clients.
- conduite des changements majeurs et accompagnement utilisateurs et clients.
- veille technologique et recommandation des solutions techniques innovantes.
- Assure un haut niveau de satisfaction des clients.

- assistance technique de 3ème niveau aux ingénieurs support d'exploitation opérationnelle.
- élaboration des processus de production et procédures pour l'exploitation opérationnelle des réseaux clients.
- Analyse de performances et conséquences des changements opérationnels
- Interface avec le client pour la résolution de problèmes complexes et répétitifs.
- Interface avec les groupes de support technique de Microsoft et de Cisco.

Compétences

General

- Fluent English and French. Other European languages an advantage
- BAC+4
- Eight years relevant experience.

Technical

Expert knowledge of the tools and technologies defined in Appendix A.

:

Managed Services Delivery Engineer

Definition

Responsabilité de la délivrance du service auprès de plusieurs clients (suivis des opérations, procédures et documentations, qualité, sécurité, implémentation de nouveaux projets, gestion de "Data Center").

Responsabilités principales

- assurer la disponibilité de l'environnement de production, procédures et documentation dans le but de délivrer le service client tel qu'il est défini dans le contrat.
- gérer la mise en production et administration centralisée de systèmes informatiques
- suivre la résolution des problèmes techniques gérés par l'équipe support (monitoring, alarming, backups, analyse de performances, tuning).
- contrôler les activités journalières délivrées par l'équipe opérations
- améliorer l'environnement existant
- Gestion de projets
- Service après-vente, conseil en clientèle, responsabilité de comptes clients.

Compétences

General

- Fluent English and French. Other European languages an advantage
- BAC+2
- Five years relevant experience

Technical

Expert knowledge of the tools and technologies defined in Appendix A.

Managed Services Delivery Manager / Client Manager

Définition

- Le SDM/CM est l'interface principale avec les clients pour les opérations récurrentes et les projets.

Responsabilités principales

- Responsable du budget prévisionnel associé aux comptes clients gérés
- Définition du « Operational Level Agreement », basé sur la convention de service-SLA signée avec le client
- Communique et valide les besoins en ressources, processus et équipement pour délivrer le service
- Suivi de la qualité de service sur les comptes clients gérés :
 - Suivi du niveau de service suivant le SLA
 - Responsabilité sur les ressources opérationnelles utilisées pour délivrer le service
 - Suivi des projets
 - Publication des rapports
 - Contrôle des coûts
- Gère la communication entre les différents intervenants du service (clients, managers, sociétés partenaires)
- Point d'escalade pour les managers des opérations pour tout incident concernant un client géré
- Recherche d'opportunités de vente de services supplémentaires sur les clients existants (upselling)

Compétences

- Fluent English and French. Other European languages an advantage
- BAC+2
- Five years relevant experience
- Connaissances sur les technologies majeures du marché (réseau – système – applications ebusiness, base de données) – voir Appendix A
- Gestion de projet
- Bonne communication
- Autonomie

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