

# IT DEVELOPMENT

## TECHNOLOGY AND BUSINESS INTELLIGENCE

We make connectivity easy, whether your organization is facilitating an e-business strategy or laying the foundation for anywhere, anytime, any access mobile business, Enocs will focus on the principles that promote network readiness for the deployment of applications and services in an effort to increase productivity.

## INTELLIGENCE AT WORK.

- System Administration
- Contact Management
- Software Integration
- Hardware Installation
- Network Infrastructure
- Internet Security
- Computer Repair
- System Integration
- Technical Support

We depend on IT to help ENOCS and our users to accomplish an increasing number of intellectual activities. IT systems ensure that we can continue to provide the most efficient, most effective route possible to information in its different forms and formats. The overall goal for IT, therefore, in any setting is to exploit existing technology, and develop new ones, enabling users the ability to link to the desired information, regardless of the location, form or format of the data!

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## SYSTEMS ADMINISTRATION

System administration includes computer systems and the ways people use them in an organization. It entails a knowledge of operating systems and applications, as well as, hardware and software troubleshooting, but also knowledge of the purposes for which people in the organization use the computers.

Every system should have at least one person in charge of system maintenance and operation. Such a person is called a "system administrator". It is the responsibility of the system administrators to ensure the smooth operation of the system and to perform a wide variety of tasks that require special privileges.

## RELIABILITY WITHOUT COMPROMISE

How would you like it if your brittle system was virtually unbreakable? Among other things, system administration requires:

- Bringing the system up and down for maintenance
- Making certain that adequate backups are made and stored for future use
- Alleviating system communication (network) stoppages due to failed connections
- Applying operating system updates and maintenance fixes
- Providing general support (troubleshooting) to defined users

Bear in mind that an in-house systems administrator cannot solve all of your problems. It's perfectly normal to seek outside help from consultants, more specialized on complicated service and support issues. Moreover, trusting your systems to a single individual, could spell disaster later on. We recommend developing a full documentation of your company's computer systems and routinely sharing this information with others.

This is where Enocs comes in.

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## CONTACT MANAGEMENT

What do you do when your business outgrows your rolodex?

Customer personalization is the new mantra in modern marketing-an almost seductive goal, both fueled and enabled by information technology. When you can aggregate your customer data from various business channels, like customer contacts and support to e-commerce and sales, marketing performs efficiently and with accuracy.

Imagine being able to keep track your clients at critical times and being able to automatically address their issues efficiently. A contact management system is essential in today's business world.

## CONTACT MANAGEMENT BENEFITS

- Enhances customer retention
- Increases sales and ROI
- Better planning
- Track expenses
- Improved data integrity and visibility
- Lower transactional and administrative costs
- Enhanced ability to comply with industry regulations
- Maximize contract revenue
- Faster receipt of payment

If you've been holding off on a decision to procure contact-management tools, waiting for next BIG idea, it's time to contact ENOCS. With a seamless tool, you can track contacts and sales, quickly find every document or memo connected to an account and automate the process of delivering products or services to clients and generate better results from your business marketing efforts.

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## SOFTWARE INTEGRATION

Solve their most demanding business challenges, Software integration refers to the practice of combining individual software components to increase productivity and efficiency. Current approaches to software integrations can be costly, time consuming, and frequently, yield suboptimal results. However, software integration can improve the reliability and empower your business operations.

## SOFTWARE INTEGRATION EXPERIENCE

- Financial Services - enables securities firms to extend their value chain to customers by easily and securely deploying and managing enhanced services to remote sites and desktops.
- Government - products integrate people, process and technology inside and across government agencies, reducing costs and providing easier access to information.
- Retailers - cut cycle time, reduce inventory and speed response to special conditions such as stock-outs and promotion success through real-time integration of best-of-breed point solutions.
- Telecommunications - speed introduction of new services while decreasing operational expenses through end-to-end software integration.

The Software experts at ENOCS can help your business reduce overhead costs by making the information flow repeatable, with greater confidence of accuracy and within the timeframe of need.

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## HARDWARE INSTALLATION

Computer systems are made up of dozens of components and peripherals that all need to work together for the greater good (e.g., processing words, crunching numbers, maintaining contact lists, sending and receiving email, and surfing the World Wide Web). Of course, the more you do with your computer, the more memory, hard disk space and processing speed you need. The question is: Do you skimp out on the help of professionals, and instead, cram down manuals full of technical jargon and perform the installations yourself?

## COMPLETE HARDWARE INSTALLATION

- Continuity with minimal disruption of business operations.
- High-quality setup, configuration and deployment by certified technicians.
- Improved system reliability and performance.
- Quick turnaround to get equipment up and running without diverting internal resources.
- Unpacking of equipment and connection of power cords and networking cables.
- Initial power-on tests to ensure equipment is functioning.
- Installation of various hardware components.
- Integration with existing network and systems.
- New cabling runs or upgrades to existing cabling.
- Configuration of equipments to meet your organization's needs.

If you thrive on the challenge of hardware installation, you may never have to call upon a hardware installation professional. But if you prefer instead to run your business, you may want to enlist the services of ENOCS hardware installation specialist when you upgrade your computer, install a network, or add new peripherals.

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## NETWORK INFRASTRUCTURE

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### NETWORKING SOLUTIONS THAT WORK.

- Enabling and protecting your data networks by providing optimal and highly available infrastructure.
- Working with you in the design and configuration.
- Defining the network and presenting a recommendation for hardware and other peripherals.
- Performing a complete system review to ensure hardware and software meet industry standards.
- Installing all the components, to include firewalls, software and databases.
- Defining users and system accessibility.

A well-designed, properly installed network can save you thousands in operations and maintenance costs, while significantly reducing downtime. With that in mind, a network infrastructure may be defined in one of two ways. It can be defined as a public or private network that exchanges valuable information of high significance.

So, say you have a receptionist; someone in accounting; an administrative assistant and an office manager. The manager needs access to the same data that the administrative assistant and the accounting person needs. Not to mention, as the business owner, who primarily works from home, you would like nothing better to access that same data, remotely. Five computers...one dedicated server...nothing but net!

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