



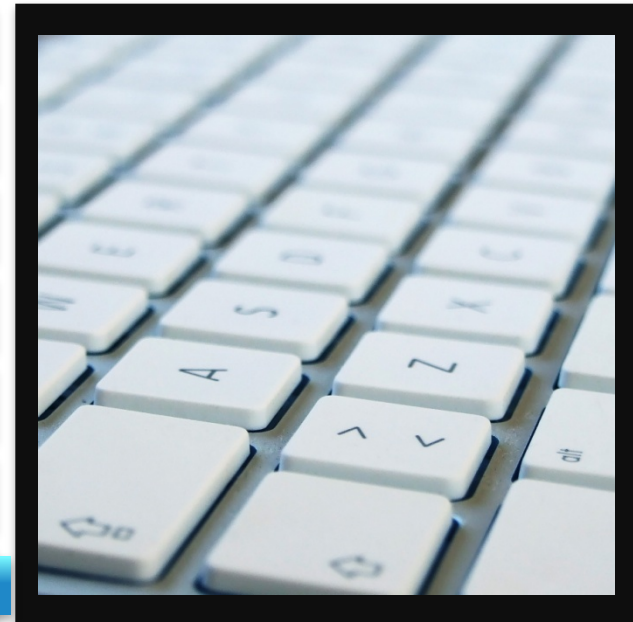
New Efficiency
New Definition
New Standard

ROCK SOLID DESKTOP BUILD

Agenda

No Guess, Let's Assess

- 1 New IT Helpdesk, New Efficiency
- 2 New IT, New Optimization
- 3 Automated PC Build
- 4 PC OS Maintenance
- 5 OA Technical Service Desk
- 6 Other Services
- ✓ 7 HexCode Credentials



NEW Organization

Use Technology as an EDGE

- **New Efficiency**

Eradicate Human Error

- Automate
- ✓ Use Scripts

- **New Definition**

Define New Service Levels

- Reduce Troubleshooting Time
- ✓ Package Applications

- **New Standard**

Set up a HIGH Standard

- Make the Desktop build PERFECT
- ✓ Test, Test and Test

NEW IT, NEW Optimization

Legacy Desktop Build, Known Problems



- Preloaded OS
 - No Standardization, No customizations
- OS loaded by different engineers
 - No Standardization across different image builds
- Ghost images
 - No single build for dissimilar Hardware
- Altiris OS deployment
 - Too costly, Steep learning curve, Limited customization

NEW IT, NEW Optimization

Benefits of HexCode Automatic Desktop Build



- Standardized across Globe
 - Supports different localizations (MUI)
 - Supports dissimilar hardware incl. Laptops and Desktops
 - Deploy different application on different MACHINES.
 - Only ONE CORE build to maintain, across the organization
- Can build **10,000+** machines same time
- Its **NOT** a NEW TECHNOLOGY. Existing and used to deploy millions of desktop.

New IT, New Efficiency

HexCode Automated build OS



- Windows XP
- Windows VISTA
- Windows 7
- Windows 2003 Server
- Windows 2008 Server
- Windows 2008 R2 (64 bit) Server

New IT, New Efficiency

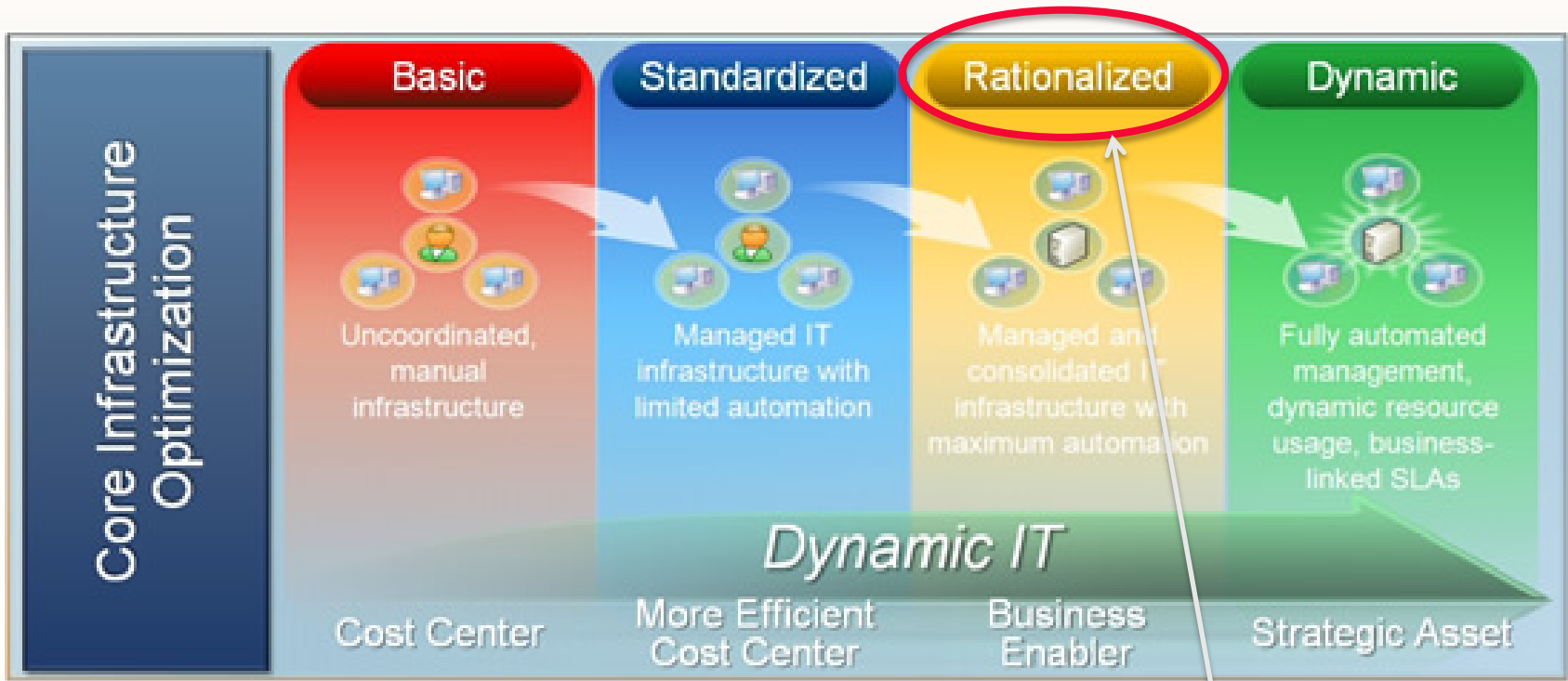
HexCode Automated Build Standard Applications



- Office 2003 with MUI
- Office 2007 with MUI
- Office 2010 with MUI
- Acrobat Reader 9.0
- Adobe Flash

Automated PC Build

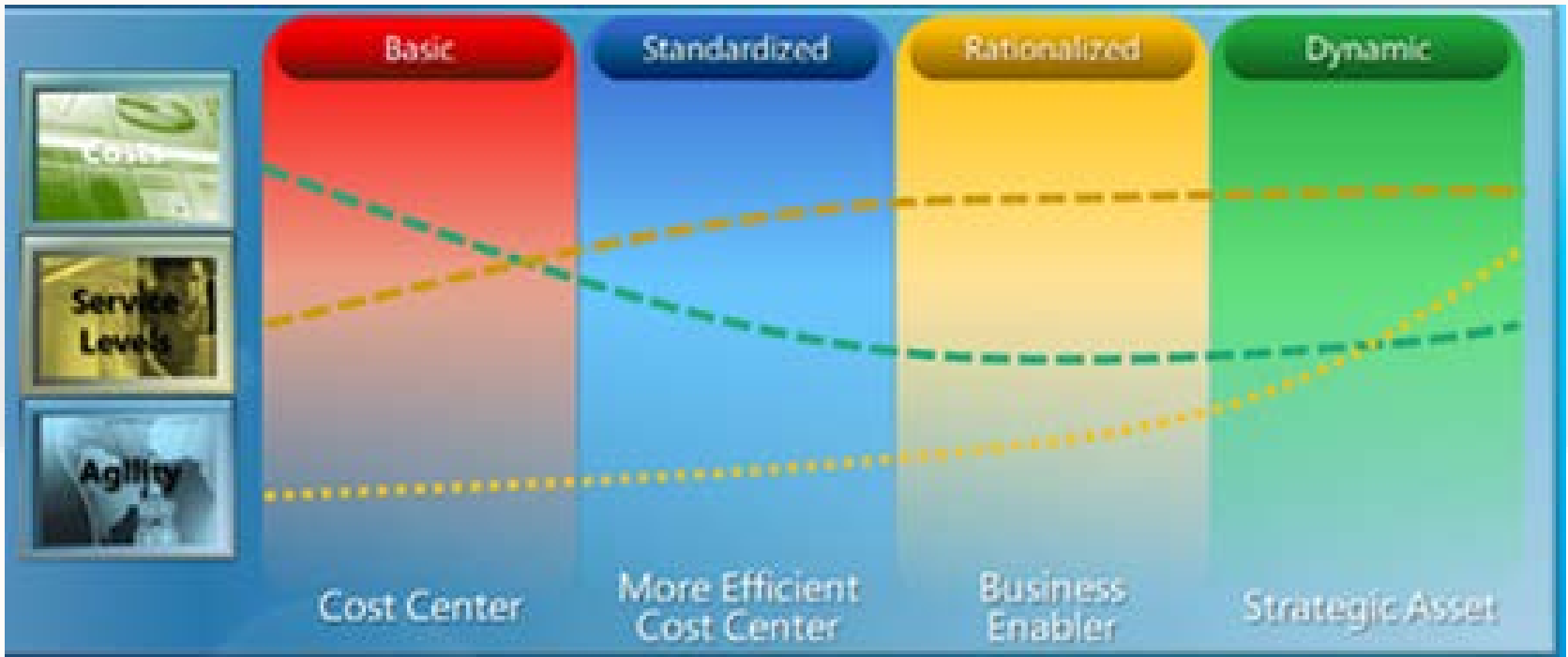
BASIC → STANDARD → RATIONAL → DYNAMIC



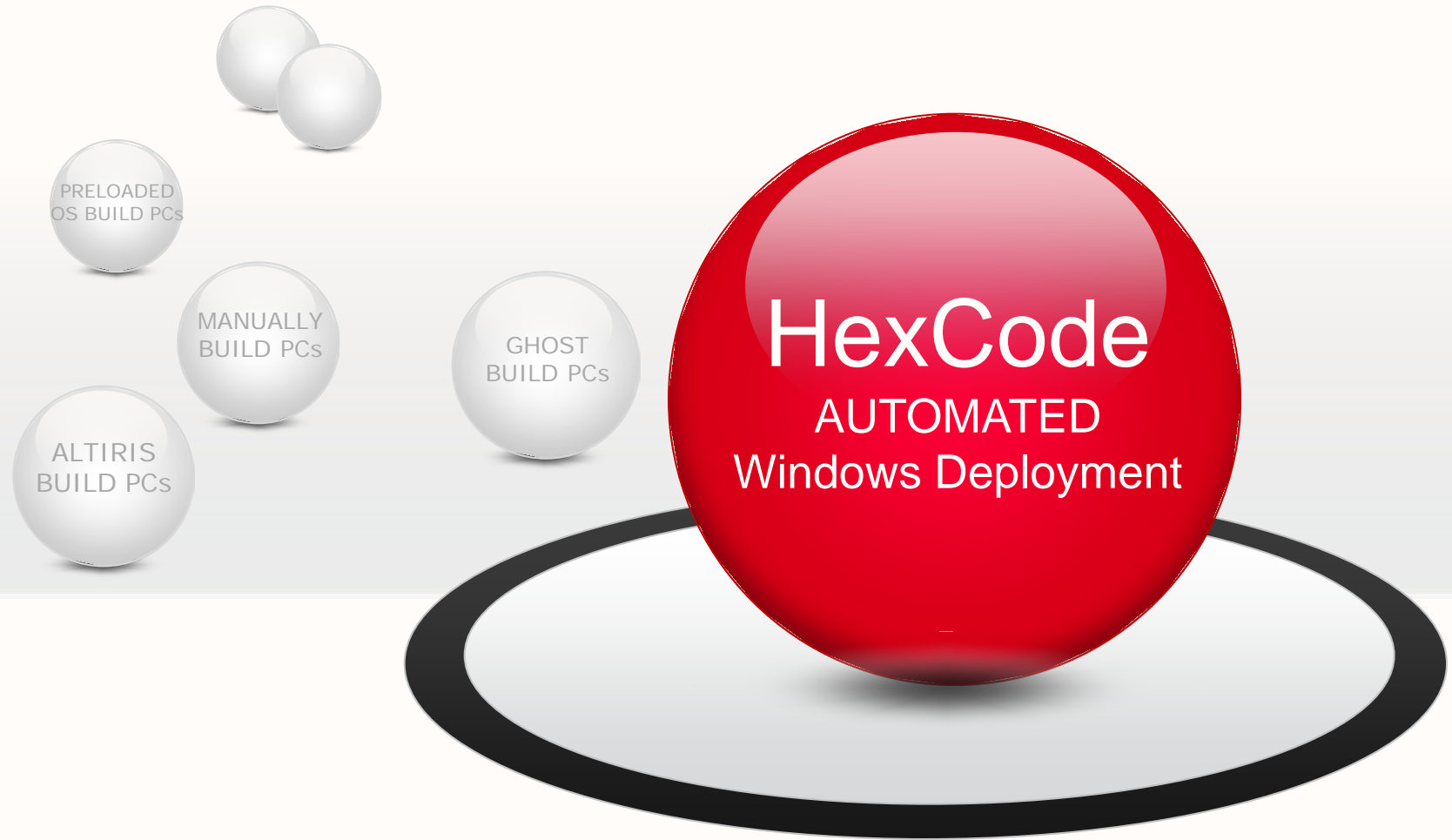
We are operating here

Automated Desktop Build

COST SERVICE AGILITY



It's all about NEW EFFICIENCY...



Effect of the New BUILD

Low cost, High Efficiency IT support



- All applications packaged means less time to troubleshoot any application.
- Entire PC build is automated so no scope of human error.
- Low cost to support, as build is stable.
- Inventory of License is easy.

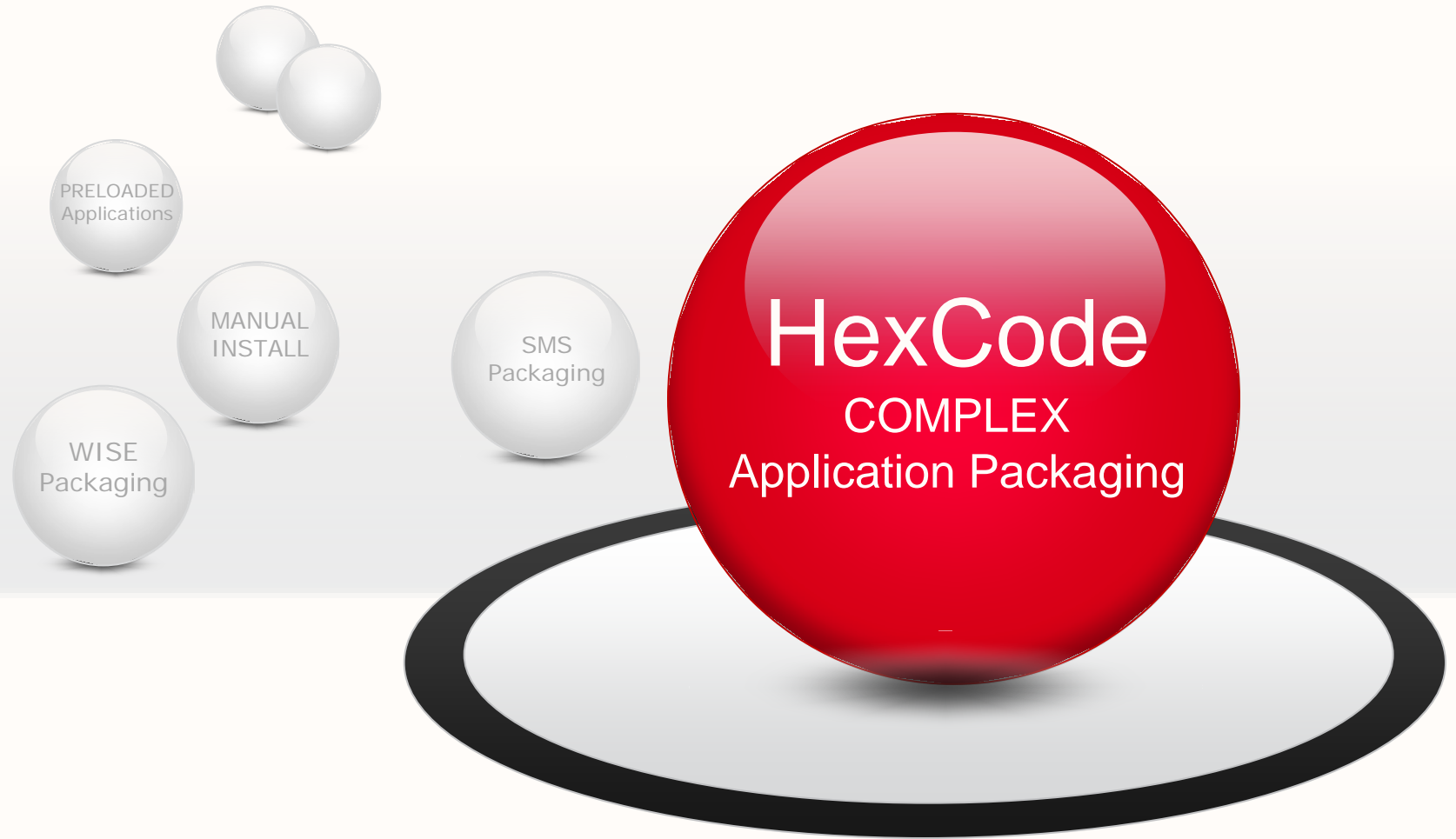
PC OS Maintenance

Patch Management, Application Installation



- Use of WSUS 3.0 SP2
 - FREE from MICROSOFT
 - Proven Technology, Extensively Used
- Packaging Application
 - Both 16 bit and 32 bit Application Packaging
 - Single click Install
 - Reduced Troubleshooting time
 - Greater Customer satisfaction
 - Combined with Desktop Build

It's all about NEW STANDARD



OA Technical Service Desk

Excellence through Connections



- Each Engineer has access to:
 - Experts Exchange
 - Windows IT Pro Full magazine
 - Microsoft Technet
 - MSDN
 - Laptop with VMWare and Mobile Internet
 - All Microsoft products
 - Connected with Microsoft Technical Team as Certified Partner

MS Certified Partner Access to Dedicated PAM



HexCode Proposal

Hmmm, Let me hear your reaction!



- HC will outsource the entire IT HelpDesk, with specific reduction of the current cost.
- HC will do assessment of your IT environment
- HC will DEPLOY Desktops and Laptops for FREE
- HC will package all applications used for FREE
- HC will provide consulting services on ROADMAP of future desktops for FREE

It's all about NEW STANDARD



HC Other Services

Datacenter Support, WEB Engineering,



- Datacenter Support
 - Japan, Germany, UK, Netherlands, France, Malaysia, USA
 - Server Consolidation & Virtualization & Assessment
- Financial Market Support
 - Reuters, Bloomberg, JIJI, Citrix, VMWare, Hyper-V
- WEB Engineerig
 - Web Application, Web Security, Web Performance Improvement

