



# GlobalSure™ Managed Services

*Let GTRI keep an expert eye on your IT so you can stay focused on your core competencies.*

Managing your IT environment requires a significant investment of time and resources—an investment your organization may want to make in other business-critical areas. GTRI offers GlobalSure™ Managed Services to alleviate the burden of IT management, providing strategic guidance, maintenance, and ongoing support to keep your systems healthy and operating at peak efficiency.

With GlobalSure™ Managed Services, your organization can:

- » **Receive expert support.** GTRI is a Cisco Master Managed Services Certified Partner in Managed Unified Communications, Managed Security, and Managed Connectivity (Wireless).
- » **Get a solution scaled to your needs.** Whether your organization requires comprehensive support for an overburdened IT staff or seeks stand-alone monitoring services, GTRI can provide a GlobalSure solution scaled to your needs.
- » **Stay within budget.** Featuring a low cost-of-entry, our solutions quickly pay for themselves through increased uptime and enhanced IT performance.
- » **Achieve regulatory compliance.** GlobalSure™ Managed Services can help your organization comply with external regulatory and quality auditing requirements, including GLBA, HIPAA, and SOX.

## GLOBALSURE™ MANAGED SERVICES

### Managed wireless

- Wireless security
- Performance monitoring and analysis
- Device configuration/optimization
- Wireless infrastructure, voice remediation, and optimization
- Wireless rooftop and tower integration and response

### Detailed security monitoring

- Intrusion monitoring
- Scanning for 800+ types of vulnerabilities

### Managed VoIP

- Patch remediation and maintenance
- Recovery server maintenance
- Advanced technical support

### 24/7 infrastructure health checks

- Servers, routers, switches
- WAN connections, including frame relay
- Application availability and latency

### Alert notification response

- Onsite emergency response as needed
- Fault isolation and determination
- Remote diagnostics and call resolution
- Written summary analysis of reports and call history

# About Global Technology Resources, Inc.



## A LETTER FROM GTRI'S EXECUTIVE TEAM

In 1998, we launched our business as a three-man operation out of a home office. Today, GTRI is a 150-person firm with a national footprint, clients across multiple industries, and annual revenues exceeding \$150 million. We have evolved from simply selling computer hardware to delivering strategic IT solutions, which have recently included:



- » Improving the speed and efficiency of the nation's 911 emergency response capabilities
- » Safeguarding a national gas pipeline in accordance with evolving security requirements
- » Enhancing the quality of patient care in a cutting-edge healthcare facility
- » Managing and securing data used in next-generation military, transportation and space exploration projects

Early on, we dedicated ourselves to one principle – customer loyalty. Companies often mention customer satisfaction as a core value, but concrete actions are less common. Over the years, GTRI has taken hundreds of iterative steps to improve service delivery, including:

- » Developing a dedicated customer support model spanning account executives, inside sales representatives, and consulting engineers
- » Customizing, automating and adopting our proprietary service delivery model
- » Building an automated quality tracking system for project delivery and product fulfillment
- » Receiving ISO 9001:2008 quality management certification

We wouldn't be where we are today without our customers' continued support and constructive feedback along the way. We welcome the opportunity to find out how we can help your organization achieve its business goals, and to earn your loyalty.

We look forward to working with you!

Lance K. Vierra  
Chairman and President

Greg C. Byles  
EVP of Sales

Glenn B. Smith  
EVP of Operations

## What we do

### Data Center Computing

GTRI offers a consultative, holistic approach to help you use your data center resources more effectively and drive down costs.

### GlobalSure™ Managed Services

With GlobalSure Managed Services, GTRI keeps an expert eye on your IT so that you can stay focused on your core competencies.

### IPv6

Drawing upon extensive experience in IPv6 planning and deployment, GTRI can provide expert direction to guide you through the IPv6 transition process.

### IT Staffing

GTRI aligns itself with the most talented IT professionals in key markets to help you meet your staffing needs.

### Network Consulting

Expert GTRI consultants can optimize your network for availability, performance, scalability, flexibility, security, lower cost of ownership, and ease of operation.

### Security

GTRI can design and implement a customized security solution to help you protect your core network, minimize risk, and keep your business-critical systems up and running.

### Service Contract Support

When you purchase hardware from GTRI, we manage your service contracts at no additional charge, providing you with a single point of contact and accountability.

### Structured Cabling

GTRI offers comprehensive cabling solutions that deliver long-lasting benefits, including lower costs for relocations, changes, and upgrades.

### Unified Communications

With an expert UC solution from GTRI, you can empower your employees and co-workers to connect virtually anywhere, at any time.

### Wireless

GTRI delivers end-to-end wireless solutions customized to each customer's unique requirements for range, coverage, performance, security, and manageability.



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